

Express Scripts, Inc. Transition FAQs

Effective January 1, 2027, Express Scripts, Inc. (ESI) will replace CVS Caremark as the administrator of ConocoPhillips prescription drug benefit. Use these frequently asked questions to understand what is changing, what actions you may need to take, and where to find support throughout the transition.

ID cards, website and app

Q. Will I receive a new prescription drug ID card?

A. Yes. Enrolled employees will receive a new prescription ID card, separate from your medical ID card, in December. Beginning January 1, show the card to your pharmacy and ask the pharmacy to update your insurance information.

Q. What should I do if I do not receive my ID card before January 1?

A. Contact Express Scripts Member Services at 877-401-2296 to request a replacement ID card. Member Services can also provide your member ID and help you access your digital ID card online.

Q. When can I create an online account and use the Express Scripts mobile app?

A. You may download the app at any time, but you will not be able to create your Express Scripts account until you receive your new ID card in December. **The full member website, mobile app and customer service experience will be available beginning January 1, 2027.**

Q. Can I get a separate ID card for each family member?

A. Yes. Your Welcome Kit will include two physical ID cards. If you need additional cards for family members, you can contact Express Scripts Member Services on or after January 1, 2027, to request more cards by mail. Once registered online, you can print ID cards as needed, and the Express Scripts Mobile App provides a digital ID card that can be accessed anytime from your phone.

Filling prescriptions

Q. How do I fill a prescription beginning January 1?

A. Present your new ESI ID card at any of ESI's over 56,000 nationwide in-network pharmacies and ask the pharmacy to update your insurance information before processing the prescription.

If your medication is affected by the transition, it will still be covered through March 31st, giving employees time to work with their provider and pharmacy on exceptions or therapeutic alternatives.

Q. Can I continue using my current pharmacy?

A. In most cases, you may continue using your current pharmacy if it participates in the ESI network. Use the ESI pharmacy locator or contact ESI Member Services to confirm network participation.

Q. Will large chains such as CVS, Walgreens, H-E-B, or Costco participate in ESI's network?

A. Yes, most major pharmacy chains participate in the Express Scripts network. To ensure your preferred location is in network, check the ESI pharmacy locator beginning January 1, 2027, or contact Member Services, beginning Oct. 16 at 877-401-2296.

Q. Can I continue using my local independent pharmacy to fill short and long-term medications?

A. In many cases, yes. ESI offers access to over 56,000 network pharmacies, many of which are independently owned. If your local independent pharmacy participates in the Express Scripts network, you can continue using it for both short-term and long-term medications without changing pharmacies.

Q. What should I do if my pharmacy is no longer in network?

A. If your current pharmacy is not in the Express Scripts network, you will need to transfer your prescription to an in-network pharmacy. Beginning January 1, 2027, you can use the Express Scripts website or mobile app to find participating pharmacies. If you need help selecting a new pharmacy, contact Express Scripts Member Services beginning Oct. 16 at 877-401-2296.

Q. Will I need a new prescription from my doctor?

A. In most cases, if you continue using your current pharmacy, you should not need a new prescription from your doctor. A new prescription may be needed if you change pharmacies, or for a select few specialty medications. If you will need a new prescription for your specialty medication, Express Scripts will communicate with you beginning in December.

Q. Can I fill a prescription before the transition?

A. Employees should continue using CVS Caremark coverage through December 31, 2026, and consider refilling eligible medications before year-end where permitted.

Medication Coverage and Costs

Q. Is there a transition period?

A: Yes. While only a small percentage of overall prescriptions will be impacted by the administrator change, there is a transition period during which certain provisions are in place to reduce the impact of the transition on you and your family. Prior Authorizations approved by CVS will be honored by ESI through their current effective date. Beginning January 1, 2027, through March 31, 2027, currently approved prescriptions that are not covered under the ESI Formulary (sometimes referred to as formulary exclusions or excluded medications) will be covered. During this time period, ESI will contact impacted members to advise them that a preferred formulary alternative is available, giving members time to discuss alternatives or exceptions with their physician. Beginning April 1, excluded medications will require an exception due to medical necessity to receive continued coverage. Please be aware that ESI will not be able to provide members specific guidance or clinical assistance prior to January 1, 2027.

Q. What is a prior authorization?

A. A prior authorization is a review required before certain medications can be covered by the medical plan. Your doctor provides information to confirm the medication meets coverage requirements, and that safe, cost-effective treatment options are considered. If needed, your doctor and pharmacy will work with ESI to complete the process.

Q. Will generic medications continue to be preferred?

A. Yes. Generic medications will continue to be the preferred option when an FDA-approved generic equivalent is available. Generics provide the same active ingredients and clinical effectiveness as their brand-name counterparts and are often available at a lower cost to both you and the plan.

Q. How can I find out whether my medication will be covered?

A. Before January 1, review the applicable ESI medication list posted on the [transition website](#) or call ESI Member Services with general coverage questions. Please be aware that, prior to January 1, ESI Member Services can not provide member specific information or guidance. Beginning January 1, you can also use the member website or mobile app for member-specific information.

Q. Will my prescription cost stay the same?

A. Your prescription drug benefit design is not changing. You will continue to pay 100% of eligible prescription costs until you meet your deductible, and then ConocoPhillips will pay 80% and you will pay 20% coinsurance. However, the actual amount you pay for a prescription may vary based on factors such as the medication's price, dosage, quantity, and the pharmacy you choose to use.

Q. What if my medication is listed as excluded?

A. Beginning January 1, if you need help understanding what is covered or requesting an exception, you may reach out to ESI Member Services at 877-401-2296. Please note that your provider may be asked to submit clinical information for ESI to review.

Q. Will ESI contact me if my current medication may be affected?

A. ESI is expected to contact members whose current prescription coverage may be affected by the transition beginning in December through March 31, 2027. Please watch for communications from ESI and review them promptly with your provider or pharmacy, if action is needed.

Q. Will existing prior authorizations transfer to ESI?

A. Current approved prior authorizations will be transferred to ESI and honored for their approved duration. Please reach out to ESI Member Services at 877-401-2296, beginning Jan. 1 with any specific questions regarding your prior authorization(s).

90-day, mail-order and specialty prescriptions

Q. Do I still need to fill long-term medications in 90-day increments?

A: Yes. Our plan requires certain medications that you take regularly, often referred to as maintenance medications, to be filled in 90-day increments. Filling these medications in bulk provides more competitive pricing, reducing shipping costs, and reduces the likelihood that you'll be without medication.

Q. Will I have more choices in where I can fill a 90-day maintenance prescription?

A. Yes, you will have more choice and flexibility in where you can fill maintenance medications. Eligible 90-day prescriptions may be filled through an in-network retail pharmacy, ESI Mail-Order or PillPack¹ by Amazon Pharmacy. Beginning Jan. 1, you may use the pharmacy finder within your online account or call Member Services beginning Oct. 16 at 877-401-2296 to find a network pharmacy.

¹Amazon PillPack currently ships 90-day prescriptions in 30-day increments.

Q. What is the Express Scripts Mail Order Pharmacy?

A. Express Scripts Home Delivery Pharmacy ships eligible long-term maintenance medications directly to your home, typically in up to a 90-day supply. Home delivery can be a convenient option for medications you take regularly and may help reduce trips to the pharmacy.

Q. Will my mail-order prescriptions transfer automatically?

A. If you currently use CVS mail order, we are working to transfer your prescriptions to Express Scripts Mail Order. To receive medications through mail order, you will need to create an online account and set up delivery and payment preferences. If you prefer another pharmacy, ask your provider to send a new prescription beginning Jan. 1. Eligible 90-day prescriptions may be filled through an in-network retail pharmacy, ESI Mail-Order or PillPack¹ by Amazon Pharmacy.

¹Amazon PillPack currently ships 90-day prescriptions in 30-day increments.

Q. How do I set up home delivery, and can I track shipments online?

A. Beginning January 1, 2027, you can use the Express Scripts website or mobile app to set up home delivery and track shipments online. Beginning Oct. 16, you may contact Express Scripts Member Services at 877-401-2297 for assistance with general questions.

Q. What is changing for specialty medications?

A. Specialty medications will be managed through **Accredo**, ESI's specialty pharmacy. ESI will communicate with affected members beginning in December. Please review outreach from ESI or Accredo promptly and complete any requested steps to ensure continuity of care.

Q. Will my specialty prescription transfer automatically?

A. In most cases, yes. We are working to transfer specialty prescriptions to Express Scripts. However, a small number of specialty medications may require additional steps. If your prescription is affected, Express Scripts will contact you beginning in December with information about any action you need to take.

Q. What support services are available for specialty medications?

A. Express Scripts and Accredo Specialty Pharmacy provide specialized support for members taking specialty medications, including assistance with medication access, delivery coordination, and ongoing therapy support. For questions about your pharmacy benefits, contact Express Scripts Member Services beginning Oct. 16 at 877-401-2296. For specialty medication-specific questions, you may also contact Accredo Specialty Pharmacy at 800-803-2523.

Getting help**Q. How can I contact ESI?**

A. Until January 1, 2027, ESI will not have access to member-specific eligibility information and will be unable to process account-specific requests.

Beginning Oct. 16, you may contact the dedicated ConocoPhillips ESI Member Services team at 877-401-2296 with general questions about prescription drug coverage and download the ESI mobile app.

Members may also create an online account after receiving their ESI ID card in December. All Member Services, website and mobile app features will be fully available beginning January 1, 2027.

Q. What can ESI Member Services help me with before January 1?

A. Before January 1, ESI Member Services can answer general questions, including whether a medication is on the ESI formulary. Given eligibility and coverage will not be effective until January 1, 2027, representatives cannot complete requests specific to you or a covered dependent until January 1. Formulary lists are posted on hr.conocophillips.com if you would like to review them prior to January 1, 2027.

Q. When will all ESI service channels be fully available?

A. Beginning January 1, 2027, ESI Member Services, the member website and the mobile app will be fully available for member-specific support and pharmacy benefit needs.

Note: This FAQ document is intended to provide information about the transition of ConocoPhillips' prescription drug coverage to Express Scripts, Inc. (ESI) and is for informational purposes only. If there is any discrepancy or conflict between this FAQ document (or any other enrollment materials) and the terms of the official plan documents and any underlying insurance contracts, as applicable, the official plan documents and insurance contracts, as applicable, will control. Nothing in this document creates an employment contract between ConocoPhillips Company or its subsidiaries and affiliates and any employee. ConocoPhillips Company reserves the right to amend, change or terminate any plan or any underlying insurance contract at any time and without notice, at its sole discretion, according to the terms of the applicable plan or insurance contract.