



URGENT NOTICE: ACTION REQUIRED BY JUNE 15, 2015 EXPRESS SCRIPTS CREDENTIALS REQUEST

May 21, 2015

Dear GNPPN Member:

Express Scripts (ESI) and GNPPN have notified your pharmacy in previous communications of the requirement to credential your pharmacy via the ESI online portal (see attached request). To avoid any disruption in service and ESI's processing fee of \$1000 (Pharmacies located in a CMS Designated HEAT Area) or \$175 (Pharmacies outside of the CMS Designated HEAT Area), please complete the request no later than June 15, 2015.

PHARMACIES THAT DO NOT TAKE ACTION TO CREDENTIAL WITH EXPRESS SCRIPTS ARE IN BREACH OF THEIR EXPRESS SCRIPTS CONTRACT AND SUBJECT TO TERMINATION FROM EXPRESS SCRIPTS BEGINNING AUGUST 1, 2015.

GNPPN wants to ensure that any questions you might have are answered, so we have attached an FAQ document to this notice as well.

WHAT YOU NEED TO DO:

- To begin the credentialing process, visit www.esiprovider.com and select **option 3**
- Follow the step-by-step instructions throughout the online credential process
- If you have any questions not listed in the FAQ document, please call Express Scripts at (888) 571-8182, option 1

Express Scripts requires you to complete this process directly with them – GNPPN cannot complete this credential process -on your behalf.

Thank you,

Good Neighbor Pharmacy Provider Network



Express Scripts now requires all providers, including PSAO affiliated providers, to credential directly with the Express Scripts Credentialing department.



To begin the credentialing process, please go to www.esiprovider.com and choose **option 3**.

Welcome to Express Scripts' ESIProvider.com! This website offers pharmacy providers many self-service capabilities through the use of online tools. A variety of functions are available, some fees will apply, and we hope you will find the site helpful and easy to use!

If you have used the site previously, please note that a new account must be created for each function you perform.

To begin, please select the option below that best describes your request or action required. Click on the appropriate blue button to start.

1. **New pharmacy** is requesting to be contracted in the Express Scripts provider network or is reporting a **change in ownership**.
2. Pharmacy currently contracted with Express Scripts requires re-credentialing. **Start**
3. Existing PSAO affiliated pharmacy is required to provide credentials. **Start**

Frequently Asked Questions

Q. I previously created an account on esiprovider.com, can I login to that same account?

A. NO, at this time you cannot reuse a login for more than one process.

Q. How do I get my password and login information?

A. Once you complete the registration fields you will receive an email with login information. Check your Spam/Junk email if you are not finding the email or call 866.725.5294 for technical assistance.

Q. Will I have to pay a fee for the credentialing process?

A. NO, a fee is not required if you complete the process now.

Q. What happens if you do not take required action?

A. Pharmacies that do not take action to credential with Express Scripts are in breach of contract and subject to termination beginning August 1, 2015.

Q. What documents will I need?

A. The following documents are required to complete the process:

Provider's NPI Documentation	Provider's NCPDP Documentation
Provider's DEA Certificate	Provider's pre-printed Federal Tax ID form
Provider's State Pharmacy License	Pharmacist-in-charge (PIC) License
Provider's & PIC Primary Source Verification	Provider's current liability insurance certificate

****A definitions document is available on www.esiprovider.com to assist you with requirements****



Express Scripts Online Credentialing FAQ's

I'm on the Express Scripts (ESI) webpage (www.esiprovider.com), what do I do now?

Select **option 3** for "Existing PSAO affiliated pharmacy is required to provide credentials"

Is there a fee involved with the ESI Credential request?

If the ESI online system prompts you to pay a fee, you have selected an incorrect option. Please go back to www.esiprovider.com and select **option 3** to begin the credentialing process. *If you do not complete the credential request before June 15, 2015, you will be subject to a future fee to credential your pharmacy with ESI.*

ESI is requesting "Proof of Affiliation" documents, what is this?

If you receive this message, you have selected an incorrect option. Please go back to www.esiprovider.com and select **option 3** to begin the credentialing process.

Where do I obtain my pharmacy's NPI documentation?

Provide ESI with the confirmation email you received from NPI Enumerator when your NPI number was assigned. If you do not have this information, you can print your pharmacy's NPI registry from <https://npiregistry.cms.hhs.gov> and provide ESI with the printout.

Where do I obtain my pharmacy's NCPDP documentation?

Provide ESI with the confirmation email you received from NCPDP when your pharmacy's NCPDP number was assigned. If you do not have this information, you can print your pharmacy's NCPDP profile from www.ncdpdonline.org and provide ESI with the printout.

What is my Remit-to-Address?

The Remit-to-Address is intended for your Medco paper checks; enter your mailing address for these payments. PLEASE NOTE: ESI has advised GNPPN they will not be utilizing this address to change your current Medco checks. If you previously entered GNPPN's Remit-to-Address, there is no action needed on your part. Your payments will continue to be processed as they are currently.

Where do I obtain the Primary Source Verification/Letter of Good Standing for my Pharmacy and Pharmacist-in-Charge?

Visit your State Board of Pharmacy website, select the online license verification option, search for each license number and print out the license verifications to provide to ESI. If your state does not allow you to print this information from their website, please call the State Board of Pharmacy and request they provide you with a letter of good standing for both the Pharmacy and Pharmacist-in-Charge.

What is my PSAO's name and Chain Code?

AmerisourceBergen, Chain Code 904.

What is a GPO?

A GPO is a Group Purchasing Organization – ESI has a list of GPO's in their system that you can choose from if this applies to your pharmacy.

Why can't GNPPN complete this on my behalf?

ESI is now requiring pharmacies to credential directly via the ESI portal, no longer allowing GNPPN to do so on your behalf.

What happens if I do not comply with ESI's request by the June 15th deadline?

Pharmacies that do not credential with ESI by the deadline will be subject to a future fee of \$1,000 (Pharmacies located within a CMS Designated HEAT Area) or \$175 (Pharmacies located outside of a CMS Designated HEAT Area) and will be terminated from ESI's contracts.