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PBM Client Service Center Contacts

Thank you for reaching out to the Client Service Center (CSC)! We are committed to answering your questions and resolving member issues as quickly as possible. To ensure we are able to assign your request to one of our experienced client service center specialists, please refer to the information on this sheet. We look forward to your inquiry!

Urgent Requests

For urgent requests, please place the word "Urgent" in the subject line of your email or advise the specialist on the phone that your request is urgent.

NOTE: Urgent requests are defined as those impacting patient health & safety, patient out of drug, etc.

Business Line:	Phone:	Fax:
	1-888-848-4452	1-866-396-5053
E-mail:	IssueResolution@express-scripts.com	
IMPORTANT: E-mailed requests will be acknowledged and assigned within 24 hours (business days). To protect patient PHI, all requests require the following three (3) identifiers upon submission:		
<ul style="list-style-type: none"> • Patient first and last name • Patient date of birth • Member ID or full address 		
IMPORTANT: Phone lines are staffed Monday through Friday from 8am – 8pm EST. Phone lines are closed on Thanksgiving and Christmas day.		

Other Important Numbers and Notes

<u>Accredo Specialty Client Service Center</u> 1-844-818-8978	<u>Pharmacy Help Desk</u> 1-800-922-1557
<u>Hours of Operation</u> Monday – Friday: 8:00am – 8:00pm EST	<u>Easy Rx Fax Line</u> 1-888- EASYRX (888-327-9791)