

04.07.2020

Re-credentialing changes related to COVID-19

In light of the pandemic and in order to alleviate administrative burdens on network pharmacies, Express Scripts is immediately enacting the following changes to our policies regarding re-credentialing:

Express Scripts requires participating pharmacy providers to complete re-credentialing of their pharmacy every three years. Re-credentialing is an important part of ensuring the quality and safety of our network; it confirms that all of Express Scripts' network providers have current licensing in good standing and that no changes to the business, management or ownership have taken place that would jeopardize the health, safety or welfare of Express Scripts patients.

Effective immediately:

- All pharmacies that have been solicited to re-credential, that have not completed the process, will be granted an extension. Some pharmacies may have been notified that failure to re-credential resulted in a network termination date of April 30, 2020. Those pharmacies will not be terminated for failure to complete re-credentialing, and those terminations will be postponed until June 30, 2020 to allow more processing time. The pandemic situation is dynamic and Express Scripts will reevaluate the new June 30, 2020 termination date on or about June 1, 2020, to identify challenges that may still inhibit pharmacies from completing this process, and may offer additional extensions at that time.
- For all pharmacies due for re-credentialing March through June 2020, Express Scripts will postpone all re-credentialing requirements through at least July 1, 2020. We will reevaluate circumstances on June 1, 2020, and will communicate additional extensions, if appropriate, at that time. Pharmacies will receive notifications on or after July 1, 2020 with the new re-credentialing timeline for each specific pharmacy location.

We hope your pharmacy can continue to remain focused on servicing patients during this unprecedented time. If you have questions, please reach out to networkcompliance@express-scripts.com.

If you need a member's specific prescription processing information or other help with a claim, please visit our Pharmacist Resource Center at <https://prc.express-scripts.com>.