

Express Scripts' pharmacy audits

03.23.2020

As of March 13, 2020, Express Scripts suspended all network pharmacy field audits. Effective March 23, 2020, we are suspending desk audits, as well. Patient care is the priority and Express Scripts knows the importance of giving pharmacies time to remain focused during COVID-19. This suspension of claims audit does not apply to Fraud, Waste and Abuse Investigations or other exceptions that may be required by law.

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>.

Thank you,

Provider Outreach Team
Express Scripts