

**Important Benefit Update:**

**Attention Member:**

**IMPORTANT:**

**If you have not received your Express Scripts Pharmacy Benefit Card, please present this letter to your pharmacist to accurately process your prescription.**

If you have any questions about your new prescription benefit program, please contact Express Scripts' Dedicated Customer Service Line for Lowe's Corporation, 1-877-586-3116.

When calling in a refill for a prescription, please give the pharmacist the below information contained in the table for on-line claims processing.



**Attention Pharmacist:**

Lowe's Companies, Inc. prescription benefit program will be administered by **Express Scripts**. To simplify your prescription processing, please link the cardholder and all members of their family to **Express Scripts**.

Please follow the action steps listed below to enter the claim.	
<b>Step 1</b>	Enter Bin # <b>003858</b>
<b>Step 2</b>	Enter Processor Control <b>A4</b>
<b>Step 3</b>	Enter Rx Group #: <b>LWCA</b>
<b>Step 4</b>	Enter first 9 digits of the member's ID #
<b>Step 5</b>	Enter the member's date of birth

**NEED  
ASSISTANCE?**

Pharmacist, if you have any questions while processing the claim, please call the Express Scripts' Pharmacy Help Desk  
**1-800-824-0898**