Express Scripts Canada Pharmacy Provider Website Account Set Up Guide

This document provides information on how to create and activate an account in the Express Scripts Canada Pharmacy Provider Website. Pharmacy owners may also find information on payment preference selection.

Pharmacy chain primary and secondary account holders requiring assistance with the ESC Pharmacy Provider Website may refer to the *ESC Pharmacy Provider Website Chain Accounts Navigation Guide and Instructions* provided directly to chains by email. To request a copy of this guide, please email **ESCprovider_relations@express-scripts.com**.

Account Creation and Activation

Upon accessing the website at this address, **https://provider.express-scripts.ca**, follow the steps below:

> **STEP ONE:** Click *Create an Account*. The *User Profile* page will appear. The username may be chosen by the provider, and must be between 6 and 30 characters long. **The provider number and Pharmacy Operating Name must be an exact match (including any spacing and symbols) with what is displayed on the top left-hand corner of the Express Scripts Canada Remittance Advice Statement**, which can be accessed via **https://www.escstatement.ca**.

The next button is enabled once all fields are filled and verified successfully.

> **STEP TWO:** Click *Next* to access the *Create Password* page. Enter a password in the *Enter Password* and *Confirm Password* fields. Password requirements are provided on this web page. The *Submit* button is enabled once the password fields are correctly completed.

> **STEP THREE:** After the account is created, the system sends an activation message to the email address indicated by the provider. Once the provider clicks on the *Activate Account* link in the email, successful account activation will bring up the login page.

If the email has not arrived after several minutes, please check your spam and junk email folders. The activation email and link will expire after 24 hours. If account activation is not completed within 24 hours, the account creation process must be restarted (see step one above).

Express Scripts Canada
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

Express Scripts Canada
Pharmacy Provider Call Centre

Toll-free: 1 800 563-3274

Monday to Friday:
6:30 a.m. to midnight ET

Weekends and statutory holidays:
8 a.m. to midnight ET

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Account Lockout

Accounts are locked after three unsuccessful login attempts. A message reading *Your account is locked* will be displayed. Please contact the Express Scripts Canada Provider Call Centre for assistance in unlocking your account at 1 800 563-3274. The provider may be prompted to go through two security features upon logging on to the website:

- ReCAPTCHA tests. Some tests may take several attempts to complete.

- One-time passcode. A numeric passcode is sent to the provider's email. Once the passcode is entered in the page, click submit to access the web account. Passcodes will regenerate every 60 seconds.

Pharmacy Owners: How to select a payment method for service fees

Upon first login, the provider will be prompted to select one of four available payment methods displayed; (1) Pre-Authorized Debit (PAD), (2) Credit Card, (3) Interac e-transfer or (4) Cheque by mail. The provider must confirm authorization of payment by checking the required box, and clicking the *Submit and Continue* button.

In order to receive a 10% discount on service fees, the provider must select the pre-authorized debit (PAD) payment method by the 15th of the month for the discount to be applied to the next and future billing cycles. The 10% discount on service fees will not be applied if a payment method other than PAD is selected.

Each account has been pre-populated with the banking information that ESC has on file for claim reimbursements. This banking information will be displayed at the top of the payment selection window.

To edit the Service Fee Payment Preference after first login, the steps below may be followed:

› **STEP ONE:** Log in to the provider account and navigate to the *My Profile* page

› **STEP TWO:** Scroll to the *Payments* section within the *My Profile* page

› **STEP THREE:** Select one of the four available payment methods displayed under *Service Fee Payment Preference*; (1) Pre-Authorized Debit (PAD), (2) Credit Card, (3) Interac e-transfer or (4) Cheque by mail, and confirm authorization of payment by checking the required box, and click the *Save* button.

Invoices will be posted to provider accounts within thirty (30) calendar days of the end of the billing cycle. An email notification of the invoice posting will be sent to the email associated with the provider's web account.

If PAD is selected as the payment preference, the service fees will be deducted on the due date stated on the invoice from the same bank account the provider currently has on file with ESC for claim reimbursements.

If credit card is selected as the payment preference, the service fees will be charged to the credit card on the due date stated on the invoice from the credit card account provided.

If either Interac e-transfer or cheque by mail is selected as the payment preference, the service fees will need to be paid by the due date stated on the invoice.

E-transfers should be sent to escproviderservicesbilling@express-scripts.com, with your operating name indicated in the message.

Cheques should be made payable to Express Scripts Canada and mailed to:

Express Scripts Canada
Attention: Provider Services Finance – Accounts Receivable
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

If you require further assistance with your ESC Pharmacy Provider web account, please contact the Express Scripts Canada Provider Call Centre:

Pharmacy Providers
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Page 2 of 2