

Client Service Center

To expedite your request, please ensure you are able to verify three of the following Patient HIPAA information.



Patient First and Last Name (required for each patient)
Date of Birth
Member ID
Member Full Address Including Zip Code
Member Phone Number

Contact Information:

Toll Free Number: 1-866-865-4070

Hours: Monday – Friday 8:00a.m. – 8:00p.m. EST

Email: KeenanCSC@express-scripts.com

**Attachments must be less than 9Mb or it may not be delivered. If file is larger than 9Mb, please re-configure and send in a smaller format.

**Any email marked as “private” will not appear in our mailbox.

Fax: 1-844-269-4307

Please use the toll free number for immediate needs

Services Supported by the CSC Team

Scenario	Who to Contact **	Method of Communication
<ul style="list-style-type: none"> • Urgent Single Member Eligibility • Home Delivery Inquiries <ul style="list-style-type: none"> o Processing Questions o Order Status • Mail/Retail Benefit Questions <ul style="list-style-type: none"> o Deductibles o OOP o Co-Pay Inquiries • Prior Authorizations <ul style="list-style-type: none"> o Administrative o Clinical • Member Escalations <ul style="list-style-type: none"> o Emergency Home Delivery Fill o Restarting of Order o Outreach to MD (urgent) 	PBM CSC	Phone: 866-865-4070 8:00am-8:00pm EST Monday - Friday ♦ For 24 hour assistance with Urgent Eligibility requests, please press Option 1
<ul style="list-style-type: none"> • Request Call Summary • Timeline of Events 	PBM CSC	Email: KeenanCSC@express-scripts.com
<ul style="list-style-type: none"> • Outreach to MD for New Prescription (non-urgent) • Manual Claims Inquiries 	PBM CSC	Email: KeenanCSC@express-scripts.com
<ul style="list-style-type: none"> • Specialty Pharmacy Inquiries 	Specialty CSC	Phone: 844-818-8978 Email: SpecialtyClientServiceCenter@express-scripts.com
<ul style="list-style-type: none"> • Retail Pharmacy Help 	Pharmacy Help Desk	Phone: 877-728-0177

** PBM CSC Turnaround Overview - Inquiries sent via email will receive initial response within 24 hours of receipt. PBM CSC will then provide committed timeframe for all status updates until final resolution.