

Mail Order Frequently Asked Questions

Is mail order mandatory?

No, while we still believe there are many benefits to mail order prescription drug fulfillment; our members have made it clear to us that they would prefer mail order as an option and that it not be mandated. Members are encouraged to take advantage of this benefit for the following reasons:

- Cost savings – For most members, you will pay 2x the 30 day copay for the 90 day supply, enjoying the cost savings of one month supply (HSA plans may differ, please review your plan documents)
- Convenience – Delivered to the address of your choice. You can fill prescriptions by mail, phone, fax or online 24 hours a day, seven days a week. For long-term prescriptions that you need to start right away, ask your provider to write two prescriptions. The first can be filled immediately at a retail network pharmacy for a month supply and the other can be sent to the in-network mail-order pharmacy of your choice.
- Safety – If you are taking multiple medications on a regular basis, the participating pharmacy tracks your medication: prescription strength, dosage and potential interactions are checked against your medication profile each time the prescription is processed.

How do I get started with an in-network mail order pharmacy?

- Chose one of the in-network mail order pharmacies below:

Postal Prescription Services (PPS)
800-552-6694 Customer Service
www.ppsrx.com

Costco Mail Order Pharmacy
800-607-6861 Customer Service
www.pharmacy.costco.com

MedImpact Direct Mail
855-873-8739 Customer Service
www.medimpact.com

Renown Mail Order Pharmacy
775-982-5280 Customer Service
www.renown.org/Health-Services/Pharmacy

- Simply call, the in-network mail pharmacy of your choice to establish as a new customer to transfer your current and future prescriptions to. They will assist you with setting up your account.
- After the initial fill members can opt to set their prescriptions up on auto-refill.

How do I transfer my prescriptions?

- Simply call, the in-network mail pharmacy of your choice to establish as a new customer to transfer your current and future prescriptions to
- Provide the name of the medication(s) along with the name and phone number of the pharmacy that is filling those prescriptions. This information can be found on the label of your current prescription containers.
- Your new in-network mail order pharmacy of choice will contact your previous pharmacy and get the information needed to fill your prescription(s). If the prescription has no remaining refills, the pharmacy may be willing to contact the prescriber on your behalf.
- If you have already filled your mail order prescriptions at another pharmacy and it is too early to refill your medication(s), the new mail order pharmacy can put the transferred prescription on hold until the refill is due.

How will my prescription order be mailed to me?

- Your medications are generally delivered via first-class mail by the US Postal Service.
- We offer expedited shipping through UPS or FedEx for an additional fee. **Please note that UPS or FedEx requires a physical address and will not deliver to PO Boxes.**
- Refrigerated medications, such as insulin, are shipped UPS or FedEx overnight at no additional cost to you.

How long does it take to receive my prescriptions?

- You should receive your medication within five to seven business days from the time in-network mail order pharmacy receives and processes your prescription. Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).

How is packaging set up to handle extreme cold/hot temperatures?

- We package all refrigerated meds in special packaging (styrofoam and cardboard inserts) with predetermined requirements for the number of ice packs for the box size. (Minimum 4 ice packs up to 6 for the large boxes) They are all shipped overnight. High cost drugs (> \$1,000) require shipping arrangements with the patient ahead of time to either set up as a signature required or signature waived.
- Non-refrigerated meds do not ship with any special packaging unless otherwise requested by the patient and approved ahead of time.

Do we/have we ever sent out test packages to test these scenarios to different locations?

- Yes, a third party packaging expert designed, tested, and outlined our process and procedures for packaging. In addition, our URAC certification requires annual testing.

How are prescription shipping, tracking, and lost orders handled?

- Orders are shipped to the address of the patient's choice and can include PO Boxes, Home Addresses, Work Addresses, Vacation Addresses, etc.
- All orders that ship are trackable.
- If a patient calls to state they have not received an order, the in-network mail order pharmacy will work with them to ensure that they receive their needed medications in a timely manner.