

**PrimeMail™ Pharmacy** offers the convenience of home delivery with the highest standards of quality, safety and service for your prescription drug needs:

- **Convenience** — Medications are delivered to your home or work with refill amounts and dates noted on the prescription label
- **Quality** — Each prescription is verified for accuracy and dispensed by a pharmacist who oversees every aspect of the process
- **Privacy** — Orders are handled discreetly and delivered in plain-labeled packaging with no indication of the contents
- **Safety** — A tamper-evident closure and secure packaging protect your order from breakage

## How to Start Using PrimeMail

1. For *each* long-term medication prescribed for you, ask your physician to write a prescription for the maximum-days supply your plan allows to be filled at PrimeMail Pharmacy
2. Complete (in black ink) the PrimeMail Pharmacy Order Form
3. Mail to PrimeMail Pharmacy in the enclosed envelope:
  - Your completed PrimeMail Pharmacy Order Form
  - Your original physician-signed maximum-day supply prescription\*
  - The appropriate payment\*

\*You may submit more than one long-term prescription and payment in one order.

## Commonly Asked Questions

### Q: Why should I use PrimeMail to fill my prescriptions?

**A:** PrimeMail offers you convenient prescription delivery to your home or work with refill amounts and dates noted on your prescription label.

### Q: How long does it take for my PrimeMail prescription order to arrive?

**A:** Prescriptions ordered through the mail arrives in 10 to 14 days, via U.S. Mail. Prescription refills ordered through the Internet or by phone offer faster turnaround. Your PrimeMail prescription label indicates the date you should order your refill — approximately three weeks before the end of your current supply.

### Q: What if I want to order from PrimeMail, but I need to begin taking my medication right away?

**A:** Ask your prescriber for two prescriptions — one for a 14-day supply to fill immediately at a local retail pharmacy, and one for up to the maximum-days supply allowed by your plan to send to PrimeMail Pharmacy.

### Q: Can I call in directly to PrimeMail for refills?

**A:** Yes. You may call **877.35.PRIME (877.357.7463)** to order refills through PrimeMail's refill system. You may also reorder by logging on to your plan's health web site or using PrimeMail Pharmacy's web site at [www.myrxhealth.com](http://www.myrxhealth.com).

### Q: How can I pay for my prescriptions?

**A:** You may pay via personal check, money order or credit card (Master Card, Visa, American Express or Discover). Paying with a credit card is the most convenient method for members, as PrimeMail can retain the information on file for future prescription orders.

### Q: My physician wrote one 30-day prescription with two refills. Can you combine this and send me a 90-day supply?

**A:** No. PrimeMail Pharmacy must follow your physician's directions exactly as they are written on the prescription. To receive 90 days of medication all at once, you will need a new prescription from your physician, rewritten for a 90-day supply with up to three refills.

### Q: Can I get controlled-substance medications from PrimeMail Pharmacy?

**A:** Yes. Controlled-substance medications, such as Ritalin, Xanax, Valium, or Vicodin are available through PrimeMail. Your quantity and refill amounts may be limited for controlled-substance medications in accordance with applicable pharmacy regulations.

### Q: Should I request generic drugs for my prescription?

**A:** Yes. Ask your physician for the cost-effective generic alternatives to your brand-name medications to reduce cost without sacrificing the quality or effectiveness of the drug. Generic drugs must meet the same FDA standards for purity, safety, strength and effectiveness as brand-name drugs.

### Q: Will PrimeMail pharmacists automatically substitute a generic medication?

**A:** PrimeMail Pharmacy will dispense FDA-approved generic equivalents when available and appropriate.



**PrimeMail offers convenient, discreet and secure delivery of prescription medications to your home or work.**

## Prescription Refill Options

You may order your prescription refills using the Internet, phone or U.S. Mail. To prevent running out of medication, remember to order your refills on the date indicated on your prescription label. PrimeMail Pharmacy provides the following convenient refill ordering methods:

### ■ Refill by Phone

- Dial PrimeMail's refill line at **877.35.PRIME (877.357.7463)**
- Have your prescription number and credit card number information available; follow the system prompts to complete your refill order

### ■ Refill by Internet

- Log on to PrimeMail's secure web site at **www.myrxhealth.com** or through your health plan's web site
- Follow the web site instructions to complete your refill order; you will need to have your prescription number and credit card information ready to enter

### ■ Refill by Mail

- Fill out the PrimeMail Pharmacy Order Form that was included with your previous PrimeMail prescription delivery
- Include appropriate payment



## Time and Money Saving Tips

- **Ask for generics** — they cost less and meet the same FDA requirements for safety, purity, strength and quality as brand-name drugs
- **Ensure the following necessary information is legible on your new prescription:**
  - The patient's full first name and last name
  - The medication, strength, and directions for use
  - The maximum quantity allowed by your plan limits
- **Ensure your PrimeMail Pharmacy Order Form is complete** — an incomplete form may cause a delay in processing your prescription

## Questions?

Call PrimeMail Pharmacy Member Service

**877.35.PRIME**  
**877.357.7463**

Monday through Friday, 7:00 a.m. to 11:00 p.m.  
Saturday and Sunday, 7:30 a.m. to 8:00 p.m.  
Central Standard Time

**PRIME MAIL™**  
YOUR MAIL SERVICE PHARMACY



INFORMATION FOR MEMBERS

