

# Information about your mail-order pharmacy benefit.

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You are eligible to receive medications through the mail-order pharmacy. This service is provided to you in addition to medications you may receive at the wellness center. To participate in the mail-order program, simply ask your provider to submit your prescriptions to the mail-order pharmacy. An on-call pharmacist is available, 24/7, to answer any questions, and a fully DEA- and FDA-certified pharmacy and quality control process is used to ensure accuracy in filling your orders.

For long-term and specialty medications, the mail-order pharmacy is a cost-effective and convenient way to have your chronic-care prescriptions filled and delivered to your home.

For short-term medications, such as antibiotics, please continue to see your provider on an as-needed basis. Your medications can be dispensed on site by your provider, or your prescription can be filled at a pharmacy of your choice.

We encourage you to take advantage of the value and convenience of this service.

## Frequently asked questions

### How do I start receiving mail-order medications?

Your first prescription should arrive at your home within 48 to 72 hours after your prescription is written and submitted by your provider. Make sure you have confirmed your mailing address with your provider prior to your order being submitted.

### What is my cost to participate in the mail-order program?

There is no cost for your medications filled through the mail-order program.

### How do I get refills?

As long as you have refills remaining on your prescription, simply call **800.228.3108**. When you call, your address and prescription will be confirmed. If you do not have any refills remaining, please return to your IU Health provider to have a new prescription submitted.

### What if I have a question about my medications?

A phone line is staffed 24 hours a day, seven days a week, to answer any questions you may have about your prescription medications. You will never be routed to voicemail, prompted to enter a menu of options or placed on hold for extended periods of time. A pharmacist is always available for any questions that cannot be addressed by the customer service representatives. *Please contact the prescribing provider with any specific questions about dosage or refills.*

### What if I move and get a new address?

Your ship-to address will be transmitted with each prescription written by your IU Health provider. When you update your address with your employer, your information will be updated.

### What if I receive the incorrect medication?

The mail-order program has an excellent track record and a multi-step process to make sure every medication is accurate to the prescription. However, if you think there may be an issue, call **800.228.3108** right away.

Additional questions can be answered by your provider.

