

# Home delivery by Magellan Rx Pharmacy

Save time and money with a 90-day supply of your medications by mail

If you take maintenance medications for long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol, you could save with home delivery through Magellan Rx Pharmacy.

## How to get started

Getting started with home delivery is easy! First, ask your doctor to write two prescriptions:

1. 30-day supply to fill at your local pharmacy
2. 90-day supply plus refills to fill by mail

Next, you may either:



Ask your doctor to **e-prescribe** to Magellan Rx Pharmacy, LLC (Mail-ORL) or **fax** your prescription to 888-282-1349.

- o Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis.
- o For prompt delivery, please provide your payment information by mailing in your completed home delivery order form or by calling 800-424-8274.



**Mail** us your 90-day prescription and completed order form with payment to Magellan Rx Pharmacy, P.O. Box 620968, Orlando, FL 32862.

- o Home delivery order forms are available at [www.magellanrx.com/member/forms](http://www.magellanrx.com/member/forms)



### Save money

Depending on your plan design, you may be able to get a 90-day supply of your medication for less money than three separate fills. And standard shipping is free!



### Save time

Easily refill your medication one time every three months either online or by phone. That means no more drive time or waiting at the pharmacy!



### Peace of mind

Your medication is mailed to you, quickly and securely. Registered pharmacists check all orders and are available to help 24 hours a day, 7 days a week.

### When should I use a retail pharmacy?

You should use your local retail pharmacy for the first 30-day prescription of a maintenance medication you get from your doctor as well as prescriptions received for an acute condition, like an infection.

### When will I receive my medication?

Your order should arrive 7 to 10 days after we receive your prescription. We may need to contact your doctor for additional information. To avoid delays, be sure to fill out all forms completely and include payment if you know the amount due. Orders with multiple prescriptions may be shipped separately.

### Can I set up my prescription to refill automatically?

Yes. You can set up an auto refill to receive eligible home delivery refills automatically. To enroll, call us at 800-424-8274.

### How much are the shipping charges?

Standard shipping is always free. You can choose expedited shipping for an additional charge if you want to receive your medication sooner. Please note that expedited shipping only reduces the transit time and does not impact prescription processing time.

### What happens if I don't receive my order?

Making sure you have the medication you need is our top priority. If you don't receive your order within 10 days, please call us at 800-424-8274.

### Do prescriptions expire?

Most prescriptions, including refills, expire within six months to one year from the day they are written. If this happens you'll need a new prescription from your doctor, even if you have refills remaining.

### How are controlled substances handled?

A controlled substance, such as a narcotic, has strict guidelines and may be handled differently than a non-controlled medication. We adhere to federal and state laws in the dispensing of all medications and will contact you if additional information is needed to process a controlled substance prescription.



**For questions about your pharmacy benefits plan,** call the Member Services number on your member ID card.

**For home delivery questions,** call 800-424-8274. Representatives can answer questions, check the status of an order, or place a refill order. Pharmacists are also available to help 24 hours a day, 7 days a week.