



USING A MAIL-ORDER PHARMACY TO FILL YOUR MEDICARE PART D PRESCRIPTIONS

Along with Independent Health's retail pharmacy network, you can use a mail-order pharmacy to fill certain recurring prescriptions. Some of these recurring prescriptions can be filled for a 90-day or 100-day supply, also called an extended-day supply. This can save time and money.

To fill prescriptions for an extended-day supply, you have the option of using ProAct Pharmacy Services or Wegmans Home Delivery Pharmacy. These mail-order pharmacies ship prescriptions to you at no additional cost (express shipping is available for an additional charge).

First-time Registration

You must register with one of the mail-order pharmacies listed here before you can fill a prescription. Here's how (please have your Member ID number available):

- **Online:**
ProAct Pharmacy Services: <https://secure.proactrx.com/mail-order/1/>
Wegmans Home Delivery Pharmacy: www.wegmans.com/pharmacy
- **By phone:**
ProAct Pharmacy Services: 1-866-287-9885 (TTY: National 711 Relay Service)
Wegmans Home Delivery Pharmacy: 1-800-934-4797 (TTY: National 711 Relay Service)
- **By mail:** Print and fill out the registration form for the mail-order pharmacy you wish to use. You can find the forms on www.independenthealth.com/medicare under the "Formularies and Pharmacies" section. Or you can call Independent Health's Medicare Member Services Department at the phone number listed on the back of this page.

Filling Prescriptions

- First, you need a new prescription from your doctor. Ask your doctor to write a prescription for an extended-day supply, plus refills for up to one year (as appropriate).
 - The extended-day supply for Tier 1 drugs is a 100-day supply. Ask the mail-order pharmacy you choose if a 100-day supply is covered before getting your new prescription.
 - Tier 2, 3 and 4 drugs can be filled for a 90-day supply.
- **Please note:** When placing your initial order, you should have at least a 14-day supply of that drug on hand to hold you over. If you do not have enough, you may need to ask your doctor for another prescription for a 90-day or 100-day supply to be filled at your local retail pharmacy.
- Your cost-share depends on your plan.
 - The mail-order pharmacies accept most major credit and debit cards.

Ordering Refills

You can easily refill your prescription online, by telephone, or by mail. You'll need the same information as when you placed your first order. So, have your Member ID and payment ready. Remember to request refills 14 days in advance so you don't miss a dose.

What to do if you need your prescription filled urgently

If you have an urgent need for your prescription to be rush-shipped, please call your mail-order pharmacy at the number listed below. Shipping charges may apply.

Or you may ask your provider to write a prescription for a 30-day supply (or less if your prescription is written for fewer days) and fill it at your local retail pharmacy. If your pharmacy has any questions, they may call our Pharmacy Help Desk. If you have any questions, please call our Medicare Member Services Department at the number listed below.

What to do if you do not get your prescription on time

If you do not get your prescription on time, please call your mail-order pharmacy at the number below. The mail-order pharmacy will work with you to get your medicine to you. If you do not have enough medicine on hand, please have your doctor write a prescription for a 30-day supply (or less if your prescription is written for fewer days) and take it to your local retail pharmacy. If your pharmacy has any questions, they may call our Pharmacy Help Desk. If you have any questions, please call our Medicare Member Services Department at the number listed below.

Questions

If you have questions about the status of your mail-order prescription, please call:

ProAct Pharmacy Services

1-866-287-9885

TTY: National 711 Relay Service

Wegmans Home Delivery Pharmacy

1-800-934-4797

TTY: National 711 Relay Service

If you have questions about your coverage and benefits, please call Independent Health's Medicare Member Services Department at (716) 250-4401 or 1-800-665-1502 (TTY users, please call 711), Monday through Sunday from 8 a.m. to 8 p.m. (October 1st – March 31st) and Monday through Friday from 8 a.m. to 8 p.m. (April 1st – September 30th).

The pharmacy network may change at any time. You will receive notice when necessary.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711).

Independent Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-665-1502 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-665-1502 (TTY: 711)。