USING A MAIL-ORDER PHARMACY FOR YOUR MEDICARE PART D PRESCRIPTIONS

In addition to Independent Health’s retail pharmacy network, you may also obtain 90 day supplies of maintenance medications through ProAct Pharmacy Services or Wegmans Mail Order Pharmacy. When using these mail-order pharmacies, your medications are shipped to you by standard delivery at no additional cost to you (express shipping is available for an additional charge).

First-time registration
Before using one of the mail order pharmacies listed above for the first time, you will have to register with the mail-order pharmacy of your choice. Here’s how to register (Please have your member ID number available):

- **By mail:** Please fill out the registration form for the mail-order pharmacy of your choice. Forms are available by calling Independent Health’s Member Services Department at the phone number located on the back of this page or online in the “Prescription Coverage” section at www.independenthealth.com/medicare.

- **Online:**
  ProAct Pharmacy Services: www.proactrx.com/mail
  Wegmans Mail Order Pharmacy: www.Wegmans.com/Pharmacy

- **By Phone:**
  ProAct Pharmacy Services: 1-888-425-3301 (TTY: National 711 Relay Service)
  Wegmans Mail Order Pharmacy Services: 1-888-205-8573 (TTY: 1-877-409-8711)

Obtaining Prescriptions
- You will first need a new prescription written by your doctor. Please ask your doctor to write a new prescription for a 90 day supply for mail service plus refills for up to one year (as appropriate).
- **Please note:** When placing your initial order, you should have at least a 14-day supply of that medication on hand to hold you over. If you do not have enough medication, you may need to ask your doctor for another prescription for a 90 day supply to be filled at your local retail network pharmacy.
- Your copayment for your 90 day supply depends on your plan.
- You may easily pay your copayments using Visa, MasterCard, Discover, American Express, or by check or money order.

Ordering Refills
You can easily refill your prescription online, by telephone or by mail. You will need to have your member ID number and your prescription number when ordering refills. If you choose to pay by credit card, please have your card number available as well. To make sure you don’t run out of medication, remember to reorder 14 days ahead of time.

What to do if you need your medication filled urgently
If you require urgent access to a medication and need your prescription to be rush-shipped please contact 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 of your medication (or less if your prescription is written...
for fewer days) and take it to your local retail pharmacy to be filled. If your pharmacy has any questions, they may contact our Pharmacy Help Desk for assistance. If you have any questions please contact our Medicare Member Services Department at the number listed below.

**What to do if you do not receive your prescription on time**
If you do not receive your prescription on time, please contact your mail order pharmacy at the number below. The mail order pharmacy will work with you to get you your medication. If you do not have enough medication on hand, please have your provider write a prescription for a 30-day supply of your medication (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 contact our Pharmacy Help Desk for assistance. If you have any questions please contact 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:

Wegmans Mail Order  
1-888-205-8573  
TTY: 1-877-409-8711

ProAct Pharmacy Services  
1-888-425-3301  
TTY: National 711 Relay Service

If you have questions about your coverage and benefits, please call Independent Health’s Member Services Department at (716) 250-4401 or 1-800-665-1502, Monday through Sunday from 8 a.m. to 8 p.m. (October 1st – February 14th) and Monday through Friday from 8 a.m. to 8 p.m. (February 15th – September 30th). (TTY users: 1-800-432-1110).

Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal.

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: 1-800-432-1110).

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: 1-800-432-1110).

Independent Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

**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: 1-800-432-1110).

Independent Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。