



## 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. These mail-order pharmacies ship your medications directly to you via 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 you wish to use. Forms are available by calling Independent Health's Medicare Member Services Department at the phone number listed on the back of this page or online in the "Prescription Coverage" section at [www.independenthealth.com/medicare](http://www.independenthealth.com/medicare).
- **Online:**  
ProAct Pharmacy Services: <https://secure.proactrx.com/mail-order/>  
Wegmans Mail Order Pharmacy: [www.wegmans.com/pharmacy](http://www.wegmans.com/pharmacy)
- **By Phone:**  
ProAct Pharmacy Services: 1-877-635-9545 (TTY: National 711 Relay Service)  
Wegmans Mail Order Pharmacy Services: 1-800-934-4797 (TTY: National 711 Relay Service)

### **Obtaining Prescriptions**

- First, you need a new prescription written by your doctor. 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 your Member ID number and your prescription number to order refills. If you choose to pay by credit card, please have your credit card number available. To make sure you don't run out of medication, remember to reorder 14 days in advance.

### **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 fill it at 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.

**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 your medication to you. 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

1-800-934-4797

TTY: National 711 Relay Service

ProAct Pharmacy Services

1-877-635-9545

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).