



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. You can fill some recurring prescriptions for a 90-day or 100-day supply, also called an extended-day supply. You may also have a lower cost share when you fill an extended-day supply. (Most plans include this benefit.)

Drugs that can be filled for the extended-day supply will be listed with "EDS" on your formulary, or list of covered drugs.

You have the option of choosing either ProAct Pharmacy Services or Wegmans Home Delivery Pharmacy. These mail order pharmacies ship certain Part D prescription medicines at no cost (express shipping is available for an extra fee).

First-time registration

You must register with one of the mail order pharmacies before you can fill a prescription. Please have your Member ID number available before contacting one of the pharmacies below:

ProAct Pharmacy Services

- Register by calling 1-866-287-9885
- If you would like to register online, you must first create a mail order profile at pbd.proactrx.com.
 - Scroll down the page until you see "[create mail order profile](#)".
 - After you complete your profile, you can [register for your online account](#).
 - Please note: You will see the logo for Pharmacy Benefit Dimensions, an Independent Health Company, on this webpage. This is the right place for Independent Health members to set up their profile and account.

Wegmans Home Delivery Pharmacy

- Register by calling 1-888-205-8573 (TTY: National 711 Relay Service)
- For more information, visit www.wegmans.com/pharmacy
- Please note: Wegmans does offer standard delivery for \$1, but Independent Health members enjoy free standard delivery. We recommend calling to register to make sure you receive this benefit.

Filling prescriptions

You need a new prescription from your doctor to get started. Ask your doctor to write a prescription for an extended-day supply, plus refills for up to one year.

- The extended-day supply for Tier 1 drugs is a 100-day supply. *Note: EDS drugs on Tier 1 on our Passport Connect (PPO) plan can be filled for a 90-day supply.*
 - Be sure to 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 on all plans.
- Your cost share will depend on your plan.
- The mail order pharmacies accept most major credit and debit cards.

Please note: When placing your first 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.

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

Contact your mail order pharmacy if you need to get your prescription urgently. 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 questions, they may call our Pharmacy Help Desk. If you have 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

Please call your mail order pharmacy if you do not get your prescription on time. They 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 questions, they may call our Pharmacy Help Desk. If you have questions, please call our Medicare Member Services Department at the number listed below.

Contact information

Questions about the status of your mail order prescription? Call the mail order pharmacy directly.

Questions about your coverage and benefits? 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).