

Order Prescription Refills

To help ensure that your medication is ordered and received when you need it, each prescription order will contain a Refill Order Form and New Prescription and Update Information Form. In addition, each order will contain information regarding the earliest date that you can order a refill and the number of refills remaining on your prescription. If you selected Auto Refill, you will automatically receive your refill shipment at the appropriate time. If there are no refills remaining or your prescription is expired, you will also receive a Prescription Renewal Form in your prescription order. Give your prescriber your completed Prescription Renewal Form to provide the Prescription Information section and fax it to the number on the form.* In the event that your prescription, billing, or shipping information has changed, please complete and submit the New Prescription and Update Information Form.

Select one of the following prescription refill options:

- **Online:** Once you've registered online at www.walgreensmail.com simply select the Order Refills Online option.
- **E-prescribe*:** If your prescriber has the technology to electronically prescribe medications, request that your refill be submitted in this way.
- **Fax*:** Give your prescriber your completed Prescriber Fax Form to provide the Patient Prescription Information section and fax it to the number listed on the form.

- **Mail:** Complete the Refill Order Form enclosed with your shipment and mail along with your copay.
- **Phone:** Call 800-797-3345. (Toll-free numbers for Spanish-speaking, deaf, and hard-of-hearing callers are on the back panel of this brochure.) Our 24-hour automated telephone system guides you through the refill-ordering process. Be sure to have your prescription number available.

Payment Information

We require payment with every prescription order. Shipment of your medication may be delayed if we do not receive payment in full at time of order or if your forms are not filled out completely. To make quick and secure online payments using your credit card, you will need to set up an online account at www.walgreensmail.com. You may also make a payment by mailing a personal check or credit card information with your order, or by calling the Customer Care Center with your credit card information. If you'd like, we will keep your credit card information securely on file and charge current and future prescription orders to it. We accept all major credit cards. Please refer to your benefits plan booklet for copay information.

Note: The Registration and Prescription Order Form and Prescriber Fax Form are available online at www.walgreensmail.com.

* By law, faxed and e-prescribed prescriptions are valid only if sent from a prescriber's office.

For more information, visit
www.walgreensmail.com

Walgreens Mail Service
P.O. Box 29061
Phoenix, AZ 85038-9061

Walgreens Customer Care Center
800-345-1985,
Monday through Friday,
8:00 a.m. to 10:00 p.m. (EST),
Saturday and Sunday,
8:00 a.m. to 5:00 p.m. (EST)

En español: 800-778-5427
TTY: 800-573-1833



Mail Service Pharmacy
Convenient, Reliable Delivery



Walgreens Mail Service

Your prescription benefit includes the use of Walgreens Mail Service. Choosing mail service allows you to enjoy delivery of your maintenance medications to the location of your choice—it's easy, convenient, and can save you time and money.

Benefits of Mail Service

- Cost savings with fewer copays
- Easy registration and ordering
- Quick delivery of medications in confidential, tamper-evident packaging; free standard shipping
- Important medication information included with every order
- Access to a clinical pharmacist 24 hours a day, seven days a week
- Our Customer Care Center offers:
 - Order, billing, and shipping assistance
 - Technology for the deaf or hard of hearing
 - Over-the-phone translation services in more than 150 languages
- Auto Refill option
- Online account management and support

Safe and Accurate Prescription Orders

Your healthcare is our primary concern. Our mail service pharmacies use advanced technology to help ensure accuracy. In addition, all prescription orders are carefully checked for potential medication interactions and correct dosage amounts. If necessary, our pharmacists will contact your prescriber (the person who wrote your prescription) with questions or concerns.

Save With Generic Medications

Generic medications offer the same benefits as their name-brand counterparts and usually cost significantly less. We review every prescription order to see if a less-expensive generic medication is available. Unless otherwise noted by your prescriber or state law, we will dispense an FDA-approved generic equivalent when available to help save you money.

The Walgreens Advantage

Walgreens delivers convenient healthcare peace-of-mind wherever you need us most. Because all of our retail and mail service pharmacies are electronically linked, any Walgreens pharmacist can answer your medication questions or fill an emergency prescription.

Getting Started Register

Select one of the following options to register with Walgreens Mail Service. The information you provide is kept confidential and private in accordance with HIPAA and other applicable state privacy laws.

- **Online:** Visit www.walgreensmail.com. Select the Register now option to set up your account, fill in the required information, include your e-mail address, and submit. We will activate your account within 48 hours. After establishing your account, you can order refills, check order status, view and print your prescription history, view your account balance, make payments, and receive secure information about your prescription order. We encourage you to establish an online account for all eligible family members.

- **Fax*:** Give your prescriber your completed Prescriber Fax Form to provide the Prescription Information section and fax it to the number listed on the form.
- **Mail:** Complete the Registration and Prescription Order Form included in your enrollment kit to submit with your first prescription.
- **Phone:** Call the Walgreens Customer Care Center at 800-345-1985. You will be asked to provide your personal and insurance information, and report any allergies or health conditions you may have. (Toll-free numbers for Spanish-speaking, deaf, and hard-of-hearing callers are on the back panel of this brochure.)

Submit Your First Prescription Order

If you need to start taking your medication right away, request two prescriptions from your prescriber: one for an initial short-term supply of your maintenance medication (e.g., a 30-day supply or the amount allowed by your plan) that your local retail pharmacy can fill immediately, and a second for a 90-day supply, including three refills (or the maximum amount allowed by your plan). To maximize your pharmacy benefit and save money, ask your prescriber to write your prescription to allow for generic substitution.

Because we require the original written prescription from your prescriber to dispense and fulfill your medication, your first prescription may not be ordered online or by phone. Select one of the following prescription order options:

- **E-prescribe*:** If your prescriber has the technology to electronically prescribe medications, request that your refill be submitted in this way.
- **Fax*:** Give your prescriber your completed Prescriber Fax Form to provide the Prescription Information section and fax it to the number listed on the form. If you have not already registered with Walgreens Mail Service, this form will combine your registration and first order into one step.
- **Mail:** Mail your completed Registration and Prescription Order Form along with your original prescription and copay.

Please allow up to 14 days from the time you place your prescription order until you receive it at the address you specify.

To automatically receive refills of your medications, select the Auto Refill option on either the Prescriber Fax Form or Registration and Prescription Order Form. We will automatically refill your prescription at the appropriate time and bill the credit card you place on file. As medications may not be returned, if there is a change to your prescription, or to discontinue Auto Refill, please notify the Customer Care Center two weeks prior to your next refill date to avoid potential shipping and prescription charges.