



Save time and money with your mail service benefit

90-day supply of your medications by mail

If you take maintenance medications for long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol you could save by using your mail service benefit.

- **Save money:** Depending on your plan design, you could get up to a 90-day supply of your medication for less money than three separate fills and standard shipping is free.
- **Save time:** Refill your medication just once every three months easily online or by phone. That means no more drive time or waiting at the pharmacy.
- **Peace of mind:** Your medication is mailed quickly and securely. Registered pharmacists check all orders and are available for help 24/7.

How to get started

Taking advantage of your mail order benefit may enable you to receive up to a 90-day supply of your maintenance medication(s) at a discounted price. Just ask your physician to write two prescriptions: one for a 30-day supply to get you started (to be filled at your local pharmacy), and one for a 90-day supply, plus additional refills (to be filled at the mail order pharmacy, serviced by Optum Rx). To get started with mail service you may either:

- **E-prescribe or Fax:** Have your doctor e-prescribe to OptumRx or fax your prescription to 1.800.491.7997. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.
- **Mail:** Mail your 90-day prescription, completed order form with payment to PO Box 509075, San Diego, CA 92150-9075

Please note: For prompt delivery, please provide your payment information by mailing in your completed order form or by calling 1.800.424.5828.

Getting a refill is easy

Choose one of these three simple steps to quickly refill your medication:

- **Mail:** Fill in the refill section on an order form and mail to PO Box 509075, San Diego, CA 92150-9075.
- **Online:** Log in to www.MagellanRx.com to order refills, track your order, download order forms and more!
- **Phone:** Call us at 1.800.424.5828 with your prescription number and payment information.





Frequently Asked Questions

What prescriptions do I send to the mail order pharmacy?

The mail order pharmacy fills prescriptions for maintenance medications. These are drugs that you take regularly for arthritis, asthma, diabetes, heart disease, high cholesterol or other chronic conditions.

When should I use a retail pharmacy?

You should use your local retail pharmacy for the first 30-day prescription you get from your doctor as well as prescriptions received for an acute condition like an infection.

Who can I call if I have any questions?

For questions about your pharmacy benefits plan, call Member Services at 1.800.424.5828.

Shipping, costs and member portal

When will I receive my medication?

Once you mail your prescriptions, please allow 7 to 10 days to receive your order. There may be a delay if we need to contact your physician. To avoid delays, be sure to fill out your forms completely and include your co-payment if you know what will be due. Please note that orders with multiple prescriptions may be shipped separately.

How do I access the member portal?

Visit www.MagellanRx.com and click on Member Portal. Your secure member portal makes it easy for you to quickly refill your prescription, download order forms and check your order status.

How much are the shipping charges?

Standard shipping is always free. Should you want your prescription sooner, you can choose expedited shipping for an additional charge. Please note that expedited shipping only reduces the transit time and does not impact prescription processing time.

What happens if I don't receive my order?

Making sure you have the medication you need is our top priority. If you don't receive your order within 10 days, please call us at 1.800.424.5828.

About your prescriptions

Why did I only get a 30-day supply?

You may only get medications in the amount that your doctor prescribes. If your doctor writes a prescription for a 30-day supply with refills, you will only get one 30-day supply at a time. If you wish to get a 90-day supply, ask your doctor if a 90-day supply with three refills is right for you.

Do prescriptions expire?

Most prescriptions, including refills, expire within six months to one year from the day they are written. If this happens, you'll need a new prescription from your doctor regardless of if you have refills remaining.

How are controlled substances handled?

A controlled substance, such as a narcotic, has strict guidelines and may be handled differently than a noncontrolled medication. We adhere to federal and state laws in the dispensing of all medications. We will contact you if additional information is needed to process a controlled substance prescription.

