



## Home delivery frequently asked questions

### Why should I use home delivery for my prescriptions?

Home delivery is a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication for delivery to your home, office or location you choose. Make fewer trips to the pharmacy and save money on your prescriptions.

### What is a maintenance medicine?

A maintenance medicine is one you take on a regular basis for long-term conditions such as arthritis, diabetes, high blood pressure, ulcers and many others.

### How do I use home delivery for a new prescription?

1. Enroll in home delivery online at the website on the back of your member ID card. You'll need to provide your address and payment details as well as health and allergy information. Or, you can fill out an order form and mail it to the address on the form.
2. Have your doctor write your prescription for the number of days your plan allows for mail order (for example, 90 days). Your doctor can call, fax, or electronically prescribe your medication for home delivery.

If your doctor gives you a written prescription, fill out an order form. This form includes a confidential patient profile section. Write the member identification number, patient name and patient date of birth on the back of each prescription. If you are sending a prescription for a family member, fill out an order form for that patient.

3. Mail the form with the prescription(s) and copay to the address on the order form.
4. We will ship orders to the address you provided.
5. Make sure you review your order within 21 days of receiving it. Contact us immediately to report any issues. Member service representatives and clinical pharmacists are available to discuss any questions. Call the number on the back of your ID card.

### How do I refill a prescription I have already received through home delivery?

Call the number on the back of your ID card and follow the prompts to state that you're a **Member** and that you're calling for **Mail Order**.

### How can my doctor order a prescription for me?

Instead of writing a prescription, your doctor may:

- Call us at the number on the back of your ID card, select physician option, selection 90 day option.
- Fax directly to the pharmacy location at 1-877-762-9551. Note that to be legally valid, the fax must originate from the doctor's office. All state laws apply.
- Electronically prescribe your medication for home delivery to FutureScripts.

In addition to prescription information, your doctor must provide member ID number, patient name and patient date of birth.

### Timing and shipping

#### When will I receive my order?

You can track your order online. Visit the website on the back of your member ID card.

#### What could cause a delay in prescription processing?

Your prescription could be delayed if:

- Your prescription is incomplete or unreadable
- There is a manufacturer backorder
- Your medication requires prior authorization from your doctor
- Your medication requires prior consent from you
- Your doctor's office sent the prescription to an incorrect location

We will notify you by phone if there will be a delay with your prescription shipment. If we do not hear back from you within 14 business days, the order will be canceled. Your prescriptions may ship in separate packages to avoid delaying your whole order, if necessary.

Note: Orders received without payment may cause processing delays and extended delivery times.

#### How can I check on the status of my prescription order?

Visit the website or call the number listed on the back of your ID card.

#### Am I charged for shipping?

No, shipping is free. Rush shipping is available at \$12.50 for next-day delivery and \$6 for 2-day air.

#### If I pay for rush shipping, when will my prescription arrive?

Rush shipping reduces only the shipping time for your order. It does not affect the time it takes to process your prescription at our pharmacy. Quality checks and exceptions (such as needing additional information from your doctor, prior authorizations or drug interactions) can delay your prescription.

**Why am I receiving overnight shipping when I did not request it?**

We ship certain medications with special handling requirements overnight at no charge to you. This may include prescriptions for controlled substances or medications that are temperature sensitive.

**What happens if I don't receive my order?**

If you do not receive your order within 14 days, please contact us. We will reship your order. It is our priority to make sure you have the medication you need.

**Prescription refills****How do I know whether I have refills remaining on my prescription?**

The number of refills allowed is noted at the bottom of your medication label, on your refill form and on the website on the back of your ID card.

**How soon can I order a prescription refill?**

For most prescriptions, you may reorder when you have approximately three weeks of your prescription left. Your prescription label includes a target date for refilling the prescription.

When you order refills online or through the automated phone system, you will receive a message if your prescription is "too soon to refill." You will be given the date when refills will be available.

If you place a refill order after the expiration of your prescription, or if no refills are remaining, we will contact your doctor for a new prescription. This may cause a slight delay.

**I have a prescription on file at a retail pharmacy; can I order refills by home delivery?**

Yes, however a new prescription from your doctor is needed. FutureScripts can either contact the doctor for the new prescription, you can ask your doctor to contact us, or you can ask the retail pharmacy to contact the doctor and have it transferred to FutureScripts.

**Medication coverage and cost****What drugs are covered?**

Your plan decides which medications are covered through home delivery. To look up a specific medication, visit the website listed on the back of your ID card or call member services at the number on the back of your ID card.

**How can I pay for my home delivery prescriptions?**

We accept checks, money orders or major credit cards. When you set up an online profile, you can choose to have a preferred credit card securely kept on file for future orders.

**How much will my medicine cost me?**

Look up the cost of your prescription using Price and Save on your member website or call the number on the back of your ID card. Please note that the cost of the prescription provided on the Price and Save tool is only an estimate.

**Miscellaneous****How do I get additional order forms?**

You can print order forms online. Go to the website listed on your ID card. You can also contact our customer service team to request additional order forms. You will also receive a reorder form, refill form and pre-addressed envelope with each prescription mailed to you.

**Can I speak with a pharmacist if I use home delivery?**

Yes, pharmacists are available to answer any medication questions. Call the number on the back of your ID card and follow the prompts to state that you're a **Member** and that you're calling for **Mail Order** and the mail order specialist can connect you with a pharmacist.

**Can I fax my prescription that I received from my doctor?**

No. Legally, we can only accept faxed prescriptions from your doctor's office.

**Is my information kept private?**

Yes. We ask you for some personal information and we keep this information completely private. We use this information to help make sure you get the best care possible.

**Why did I receive less than a 90-day supply of my prescription?**

The most common reason is that your doctor may have only written the prescription for 30 days, or a prepackaged medication may not be packaged as a larger days supply. Remember to ask your doctor to write a prescription for up to a 90-day supply, with up to three refills, if your doctor determines it's appropriate.

**What is a "controlled" medicine?**

A controlled medicine, such as a narcotic, has stricter guidelines and may be handled differently than non-controlled medicines, such as a medication for diabetes. We adhere to federal and state laws in the dispensing of all medicines. State law may require a copy of a state-issued ID, such as a driver's license, for controlled medications to be dispensed.

**Can I return medication?**

Once an order has been submitted it cannot be changed, canceled, refunded, or returned.

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**Questions?**

Call us at the number listed on your member ID card, or visit the website listed on your ID card.

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