



5 Advantages
OF MAIL ORDER



Maximum convenience and peace of mind.



24/7 access to customer service.



Lower out-of-pocket costs.



Standard shipping at no cost to you.



State-of-the-art dispensing with 3x quality control.

Mail Order Program

ProAct Pharmacy Services will deliver maintenance prescriptions, up to a 90 day supply, directly to your door for the cost of your mail order pharmacy copay. You will need a new prescription from your doctor to begin using the mail service. Your doctor can e-scribe, call in, or fax your prescription to "ProAct Pharmacy Services". You may also mail a prescription along with a completed profile form. To get started, call a Customer Service Representative to set up your account.

Frequently Asked Questions:

▲ **How do I get started?**

To enroll in the ProAct mail order program, simply call **866-287-9885** to speak to a Customer Service Representative. They will assist you in setting up a patient profile including a payment method. You may set up automatic billing to a credit card of your choice.

▲ **How long will it take for me to receive my medication(s)?**

You can expect to receive your medication(s) within 7-10 days after we have received the order.

▲ **What if I am not home to receive my medication(s)?**

If your medication(s) are being sent USPS (non-refrigerated medication), they will be delivered to your mailbox just like normal mail.

If you are receiving a controlled substance, a signature will be required in order for the medication to be left at your home. Members can provide us with an alternate address in which to ship the medication, where they know someone is present to sign for it.

If you are leaving your residence for an extended period of time, simply provide us with an alternate address or one time use address in which to ship your medications.

▲ **What if my medication needs to be refrigerated?**

If your medication requires refrigeration, our team will call you to schedule the delivery at a time when you will be home. Your medication is packaged with special ice packs and ventilation that can last up to 48 hours. All refrigerated medication is delivered UPS Overnight to ensure the integrity of the medication.

▲ **Do I need to call every 90 days to make sure my prescription is filled and being mailed?**

You have the option of utilizing our Automatic Refill Program. This will push maintenance prescription(s) with remaining refills into process 10 days before they are due to fill. Prescriptions for controlled substances are excluded from this program.

If you have a prescription that is enrolled on the program, but there are no refills remaining, the system will automatically send a refill renewal request to your doctor. We strongly encourage you to reach out to your doctor as well to inform them you are out of refills in order to avoid any possible interruptions. Prescriptions for controlled substances are excluded from renewal requests.

You can also utilize our website or automated phone system to call in your prescription(s) up to 21 days in advance to ensure timely delivery of your medications.