



## ADOA: Walgreens Mail Order / MedImpact Frequently Asked Questions

### ORDERS AND DELIVERY

**Q** *How long does it take to receive a prescription through the mail?*

**A** Shipments are received within one (1) to five (5) business days.

**Q** *If my medication needs to be refrigerated or requires special handling, how will Walgreens ship it?*

**A** Walgreens ships medications requiring refrigeration in special packs that include ice blocks to keep medications at appropriate temperatures. Special handling orders are shipped via overnight delivery. Cold pack orders are shipped Monday-Thursday.

**Q** *Can insulin and insulin syringes be ordered through Walgreens Mail Order?*

**A** Yes, insulin and insulin syringes can be ordered if covered by your plan. Insulin is shipped in appropriate packaging as described above.

**Q** *What if I need my medication right away?*

**A** If you need your medication right away, please request two prescriptions from your prescriber; one for an initial short-term supply (e.g., 30-day supply) that your local pharmacy can fill immediately, and one for a 90-day supply with three refills that can be sent to Walgreens Mail Service.

**Q** *What if I am going on vacation or traveling overseas?*

**A** Medication is available at most retail pharmacies across the U.S. We advise that you plan ahead to be sure you have a supply on hand before your trip. In urgent situations, we can work with your pharmacy benefits administrator, MedImpact, to obtain approvals for advance supplies.

**Q** *Does Walgreens need my permission each month to ship?*

**A** No, we do not need your permission each month to ship. In fact, you can select our Autofill option for qualifying medications. We automatically refill your prescription so it's ready when you need it — no more ordering online, or by phone or mail. Be assured, however, that we will notify you before we fill each prescription, so you can choose to cancel your order before we ship it. You can request auto refills on any prescriptions by selecting the 'Automatic refill' option on your order form. For prescriptions already on file with us, visit your prescription history on-line and select the prescriptions you would like to be set up for Auto Refills. You can also call a dedicated State of Arizona Walgreens customer care center representative at **866-304-2846**.

**Q** *Will I be notified of my order status?*

**A** You can view order status information at any time by viewing your prescription history. To check status by phone, call our 24-hour, automated telephone system at **800-745-6285**. In addition, if you have shared your email address with us, we will automatically send you alerts about the status of your prescription orders. If you have not yet set up your online account, be sure to include your email address when you mail in your orders or share it with a Customer Care representative so that we can start sending you order status emails. Members can also view their order status on-line.

**Q** *How do I order prescription drug refills?*

**A** To refill prescriptions online, visit your prescription history and check the boxes of the prescriptions you wish to refill, or enter your prescription number(s) in our online refill form. If you do not wish to use the website, call our 24-hour, automated system at **800-745-6285** and follow the prompts to enter your

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prescription number(s) and request refills. We cannot ship your order unless you provide credit card information for payment.

You can also mail your request by completing the refill order form enclosed with your previous order. Members can also request refills by speaking with a customer care representative at **866-304-2846**.

**Q *When can I order my refill?***

**A** You may only order your prescription refill on or after the date that appears on your refill order form. To refill prescriptions online, visit your prescription history and check the boxes of the prescriptions you wish to refill, or enter your prescription number(s) in our online refill form. If you do not wish to use the web site, call our 24-hour, automated system at **800-745-6285**. You can also contact a dedicated State of Arizona Walgreens customer care representative at **866-304-2846** to assist.

**Q *Does Walgreens accept returns?***

**A** Walgreens is unable to accept returned prescriptions unless you are sent the incorrect prescription or if there is a problem with the medication such as damage from shipping.

If you receive an incorrect prescription or damaged supply, please contact a customer care representative who will assist you to rectify the situation immediately. Based on information you provide, we will process the issue and mail a shipping label to the member for product collection.

If you call to cancel a prescription order before the order has shipped, the mail service pharmacy can cancel the order, credit your account and reverse the charge.

**Q *What should I do with my unused or expired medications?***

**A** As noted, Walgreens Mail Service is unable to accept returned prescriptions.

Walgreens encourages everyone to dispose of expired or unused medications in a responsible way. As a company, we encourage all of our customers to take advantage of community drug take-back programs or other programs, such as household hazardous waste collection events, that collect drugs at a central location for proper disposal.

**Q *I have an existing prescription at another pharmacy. Can I transfer it?***

**A** Yes. In some cases, Walgreens Mail Service receives member prescription files from the previous mail service provider. The following types of prescriptions are NOT included in these files and are NOT eligible for refill:

- Expired prescriptions
- Prescriptions with no refills remaining
- Controlled substances
- Compounded medications

Instead, to request any of the prescription types described above, you will need to provide Walgreens Mail Service with a new written prescription from your prescriber. Any other prescriptions will be included in the files from your previous provider. You can view these eligible prescriptions and refill them through your web account. Once logged in, you will be shown a link to unlock your view of that history (by entering a prescription number from your previous mail service provider) on your account page.

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If you do not wish to order through the web site or need help with this process, contact a dedicated State of Arizona Walgreens customer care representative at **866-304-2846** and tell the representative you have a prescription transferring to Walgreens Mail Service. Have your insurance and credit card information on hand when you call.

**Q What if I do not receive my medications?**

**A** Please contact your dedicated State of Arizona Walgreens customer care representative immediately at **866-304-2846** for assistance.

**Q What do I do if find that my medications were shipped to the wrong address?**

**A** If your medications were shipped to the wrong address contact the mail pharmacy for immediate assistance at **866-304-2846**. We may be able to work with the courier to re-direct your order, or we will work with you to provide a replacement order based on your needs.

**Q Will they leave my prescription at my doorstep if I am unable to sign for it?**

**A** Prescriptions are shipped via the United States Postal Service and are delivered to a mailbox/repository used by the USPS.

Walgreens mail service does not ship medications via “signature required” delivery (excluding Schedule II controlled substance drugs). If you experience issues with delivery, contact the mail pharmacy at **866-304-2846** to pursue alternate delivery methods.

**MEDICATIONS AND DOCTORS**

**Q Will Walgreens ever contact my doctor?**

**A** We can contact a prescriber to inquire about a refill, alternative medications such as prescribing for available generics, or in the event there is an exception with the prescription as written.

**Q What if my drug requires a Prior Authorization (PA)?**

**A** Walgreens will reach out to your prescriber or plan as applicable to resolve PA issues. You may receive an email/letter that we are unable to fill your prescription as it requires a PA.

**Q Why did I receive a generic medication instead of the brand-name medication?**

**A** Depending upon your plan, prescriber and what is allowed by state law, Walgreens Mail Service will substitute generic equivalents for brand-name medications whenever possible. Generic medications have the same active-ingredient formula as brand-name medications. If you do not wish to receive a generic equivalent of your prescription, call Walgreens Customer Care to request that the brand-name prescription be dispensed.

**Q Can I authorize another person, such as a caregiver, to discuss or share my medication information?**

**A** Yes. Our customer care representative will ask for the name and date of birth of each family member that will be discussed while on the call. Our representatives are trained to ask the following question – “May I have the name and date of birth of the patient we will be discussing today?” Once we verify that information, we will begin the discussion. However, if during the course of the call, the patient inquires about another family member on the profile, the customer care representative will again ask for their name and date of birth in order to proceed.

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**Q *What happens if my prescription is expired?***

**A** A prescription renewal request form will be included with your last remaining refill. To avoid any delays, please give this form to your prescriber to request a new prescription.

**Q *Can my doctor call in my new prescription?***

**A** Walgreens Mail Service cannot accept prescriptions by phone. We require the original prescription in writing. If your prescriber has electronic prescribing capabilities (e-prescribe), request that yours be submitted this way or complete the prescriber fax form, which is also included with your member enrollment packet or available at [www.walgreenshealth.com](http://www.walgreenshealth.com). By law, faxed and e-prescribed prescriptions are only valid if sent from a prescriber's office.

**Q *How many refills can my doctor write a prescription for?***

**A** The doctor will generally write a mail service prescription for a 90-day supply with three refills.

**Q *How long are my prescriptions good for?***

**A** Prescriptions are typically valid for one year from the date as written. Some controlled substance prescriptions are limited to six months or less.

**Q *Can I fax my own prescription to the (mail service) pharmacy?***

**A** We only accept prescriptions via fax from physician/prescriber offices.

**Q *What happens if my doctor changes my prescription midway through a fill? Can I submit the new Rx and have my original order adjusted?***

**A** We will contact your Pharmacy Benefit Manager (PBM), MedImpact, to obtain prior authorization and will fill the order based on a newly written prescription.

**Q *Who will notify the pharmacy if my medication order is approved?***

**A** We will obtain approval from MedImpact, your Pharmacy Benefits Manager.

**ACCOUNT MAINTENANCE**

**Q *What do I do if my shipping address changes?***

**A** You can update your shipping address via our web site [www.walgreenshealth.com](http://www.walgreenshealth.com), or by calling a dedicated State of Arizona Walgreens customer care representative at **866-304-2846**.