

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 *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 *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 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 *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

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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.

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** to assist.

MEDICATIONS AND DOCTORS

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 *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. 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.

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, or by calling a dedicated State of Arizona Walgreens customer care representative at **866-304-2846**.