



# Save time with Magellan Rx Home

Obtain your maintenance 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 time with Magellan Rx Home, Magellan Rx Management's mail service pharmacy.

- **Save time:** Refill your medication easily online or by phone. That means no more drive time or waiting at the pharmacy.
- **Peace of mind:** Standard shipping is always free. Your medication is mailed quickly and securely. Registered pharmacists check all orders and are available for help 24/7.

## How to get started

Ask your provider to write two prescriptions: one for a 30-day supply to fill at your local pharmacy and one for a 90-day supply, plus refills, for filling by mail. To get started with mail service you may either:

- **E-prescribe or Fax:** Have your provider e-prescribe or fax your prescription to 888-282-1349. Faxed prescriptions may only be sent by a provider's office and must include patient information and diagnosis for timely processing.
- **Mail:** Mail us your 90-day prescription, completed order form with payment to **PO Box 620968 Orlando, FL 32862**

Please note: For prompt delivery, please provide your payment information by mailing in your completed order form or by calling 800-424-7549.

## Getting a refill is easy

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

- **Mail:** Fill in the refill section on an order form and mail to **PO Box 620968 Orlando, FL 32862**
- **Phone:** Call us at 800-424-7549 with your prescription number and payment information.



# Frequently Asked Questions

## What prescriptions do I send to Magellan Rx Home?

Magellan Rx Home 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 or for Magellan Rx Home questions call 800-424-7549. Representatives can answer questions, check the status of an order or place a refill order. Pharmacists are also available to help 24/7.

## Auto Refill, shipping and costs

### When will I receive my medication?

After we receive your prescription, please allow 7 to 10 days for your order to arrive. To avoid delays, be sure to fill out all forms completely and include your co-payment if you know the amount due. We may need to contact your provider for additional information. Please note that orders with multiple prescriptions may be shipped separately.

### Can I set my prescription up to Auto Refill?

You may set up an auto refill to receive your eligible mail service refills automatically. Call 800-424-7549 to enroll.

### 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 800-424-7549.

## About your prescriptions

### 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 provider even 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.



