

HealthDyne Pharmacy

EmpiRx Health Mail Order

EmpiRx Health partners with HealthDyne to deliver eligible maintenance and specialty medications to your home. This flyer explains how to get started and place your first order.

Getting ready before your coverage starts

Step 1: Registration Required

Once you receive your member ID, go to myempirxhealth.com and sign in. Select the **Mail Orders** tab to access the HealthDyne portal. Set up your account in advance to help avoid delays with your first order.

- Add your shipping address and allergy information
- Save a payment method (credit/debit or FSA/HSA)
- Choose email, text, or phone notifications

Step 2: Send your prescription

Ask your prescriber for a 90-day supply of eligible medications for added convenience. Prescriptions can be sent to HealthDyne by e-prescribing, or by fax **1.888.830.3608**. Faxed prescriptions may only be sent by a doctor's office.

Placing an order

Online: Log in to myempirxhealth.com and select the **Mail Orders** tab to access the HealthDyne portal.

- Use the **Prescriptions** tab to place your first order (once your prescription is on file)
- After your first fill, select **Request Refill** for future orders

By phone: Call HealthDyne at **1.833.633.0937**

Prescriptions from your previous Mail Order Pharmacy

HealthDyne may receive **eligible** maintenance prescriptions from your prior mail order pharmacy as a **one-time transfer**. If transferred, prescriptions may take **2–3 business days** after you register to appear in your account.

What doesn't transfer:

- Expired prescriptions or those with no refills
- Controlled substances (CII)
- Prescriptions from retail or limited distribution drug (LDD) pharmacies
- Autofill settings, payment methods, and refill reminders

Transferred prescriptions are **not filled automatically**. After registering, log in to the EmpiRx Health portal and use the **Mail Orders** tab to place your order, or call HealthDyne.

If a medication is missing, ask your prescriber to send a new prescription to HealthDyne.

Need help?

HealthDyne Mail and Specialty Member Services:

1.833.633.0937

Fax: 1.888.830.3608

Available 24 hours a day,
7 days a week.

Portal:

MyEmpiRxHealth.com

For benefit or coverage questions, please refer to your EmpiRx Health Plan Guide for your member services contact information and additional FAQs.

Helpful information

Before your first shipment:

Be sure to complete your account registration.

Payment is required

before shipment: Set up your payment method in the online portal to avoid delays.

Processing & delivery:

Most prescriptions arrive within 14 days.

Track your order: Check status anytime in the portal.