Mail-order Frequently Asked Questions

1. **How do I get started?**
   Simply complete the MedOne mail-order form by going to our website at www.MedOne-rx.com for online enrollment or to download the form.
   - Click Mail Order Online Enrollment
   - Read through the notice of privacy practices & terms and conditions, then click "I agree" and submit
   - Enter your personal information. The information on your pharmacy ID card will also be needed
   - List the medication, last filled date (if available), day supply, prescriber name and phone number
   - Select whether you would like automatic refills, or to call in when medication is needed
   - Please note any known allergies or medical conditions
   - Release of medical information
   - Electronic signature
   - Enter payment information

2. **How will you send my prescription(s) to me?**
   In almost all cases, your order will be delivered via the U.S. Postal Service. Prescription items with special storage requirements will be shipped via overnight carrier.

3. **How long does it take to start receiving my prescription(s)?**
   We will process, fill, and ship your order within approximately 2-3 business days of receipt of your completed form. In general, please allow 10-14 days from the time you mail your request until your order is delivered.

4. **How do I pay for my co-payments?**
   Payment by credit card is the preferred method. Payment by EFT (electronic funds transfer) is also available. Please call 877-896-0919 for more information. Co-payments must be paid in full before medications will be shipped.

5. **What if I don't know how much my co-payments are going to be?**
   Please call 888-884-6331 to speak with our member advocate to determine your co-payment amount based on your health care plan. Please have your health care or prescription plan ID card available for reference during the call.

6. **How do I obtain a refill?**
   Your prescriptions will be set up for automatic delivery sent in advance of your medication being used in full, unless directed otherwise by the prescription. For medication taken on an as needed basis, please call our automated refill line at 877-896-0919.

7. **Can I transfer an existing 90-day prescription to start receiving it by mail?**
   Yes. Please call 877-896-0919 with the name and phone number of the pharmacy you are currently using and the prescription number(s). We will do the rest!

8. **Can my doctor phone or fax in my prescriptions?**
   Yes. Your doctor may call 877-896-0919 during business hours, or prescription messages may be left any time after hours. Your doctor may fax prescriptions to 563-588-0173.

9. **Can I fill any prescription through mail-order for a 90-day supply?**
   Only medications that are coded as "maintenance" medications can be filled for a 90-day supply. In addition, we will not ship any Schedule II medication through the mail such as stimulants, opioids and opiates. If you are unsure if your medication is eligible for mail-order, please call 877-896-0919.