

## USING A MAIL-ORDER PHARMACY

In addition to Pharmacy Benefit Dimensions' retail pharmacy network, you may also obtain 90-day supplies of maintenance medications through Wegmans Mail Order Pharmacy Services or ProAct Pharmacy Services. When using these mail-order pharmacies, your medications are shipped to you by standard delivery at no additional cost to you (express shipping is available for an additional charge).

### **First-time registration**

Before using Wegmans Mail Order Pharmacy Services or ProAct Pharmacy Services for the first time, you will have to register with the mail-order pharmacy of your choice. Here's how to register (Please have your member ID number available):

- **By mail:** Please fill out the registration form for the mail-order pharmacy of your choice. Forms are available online in the "Formularies and Pharmacies" section of our website at [www.pbdrx.com/medicare](http://www.pbdrx.com/medicare) or by calling our Member Services Department at the phone number located on the back of this page.
- **Online:**  
Wegmans Mail Order Pharmacy Services: [www.Wegmans.com/Pharmacy](http://www.Wegmans.com/Pharmacy)  
ProAct Pharmacy Services: <https://secure.proactrx.com/mail-order/>
- **By phone:**  
Wegmans Mail Order Pharmacy Services: 1-888-205-8573 (TTY: 1-877-409-8711)  
ProAct Pharmacy Services: 1-888-425-3301 (TTY: National 711 Relay Service)

### **Obtaining Prescriptions**

- You will first need a new prescription written by your doctor. Please ask your doctor to write a new prescription for a 90-day supply for mail service plus refills for up to one year (as appropriate).
- **Please note:** When placing your initial order, you should have at least a 14-day supply of that medication on hand to hold you over. If you do not have enough medication, you may need to ask your doctor for another prescription for a 30-day supply to be filled at your local retail network pharmacy.
- Your copayment for your 90-day supply depends on your plan.
- You may easily pay your copayments using Visa®, MasterCard®, Discover, American Express, or by check or money order.

### **Ordering Refills**

You can easily refill your prescription online, by telephone or by mail. You will need to have your member ID number and your prescription number when ordering refills. If you choose to pay by credit card, please have your card number available as well. To make sure you don't run out of medication, remember to reorder 14 days ahead of time.

## Questions

If you have questions about the status of your mail-order prescription, please call:

Wegmans Mail Order Pharmacy Services  
1-888-205-8573  
TTY: 1-877-409-8711

ProAct Pharmacy Services  
1-888-425-3301  
TTY: National 711 Relay Service

If you have questions about your coverage and benefits, please call our Member Services Department at (716) 250-4401 or 1-800-665-1502 (TTY users call 1-800-432-1110), October 1–February 14: Monday–Sunday, 8 a.m.–8 p.m.; February 15–September 30: Monday–Friday, 8 a.m.–8 p.m.

*Independent Health's Medicare Retiree Rx is a PDP plan with a Medicare contract. Enrollment in Independent Health's Medicare Retiree Rx depends on contract renewal.*

*The pharmacy network may change at any time. You will receive notice when necessary.*

*If you need help finding a network provider and/or pharmacy, please call Independent Health's Medicare Member Services Department at (716) 250-4401 or 1-800-665-1502 (TTY users call 1-800-432-1110): October 1 – February 14: Monday – Sunday 8 a.m. – 8 p.m. and February 15 – September 30: Monday – Friday 8 a.m. – 8 p.m. or visit [www.pbdrx.com/Medicare](http://www.pbdrx.com/Medicare) to access our online directory. If you would like a Provider/Pharmacy Director mailed to you, you may call the number above, request one at the website link provided above, or email [memberservice@servicing.independenthealth.com](mailto:memberservice@servicing.independenthealth.com)*

*Verbal translation of written materials is available via free interpreter services. For those with special needs, accessibility to benefit information or alternate formats of written materials are available upon request.*