



The following contains important information about PharmaCare Direct and how to use this valuable service.

All eligible participants who receive their prescriptions through PharmaCare Direct should review the following information.

### About PharmaCare Direct

Founded in 1983, PharmaCare Direct is one of the oldest and largest mail service pharmacies in the country offering members the convenience of free delivery for the prescription medications they use most often. You can use mail order service to fill prescriptions for what we call maintenance drugs. These are medications that you take on a regular basis for a chronic or long-term medical condition. With PharmaCare Direct, you will receive the following services:

- Free delivery to your home
- Access to clinical pharmacists on call 24 hours a day
- The option to refill your prescription online, by telephone or through the mail
- Up to 90-day supply of your medications
- Important drug and safety information with every order

### How do I enroll in mail service?

1. When your doctor prescribes a maintenance drug, ask to have the prescription written for up to a 90-day supply, or the maximum days supply allowed by your prescription plan. For example:
  - 1 a day = 90 pills
  - 2 a day = 180 pillsIf your medication must be taken immediately, ask your physician to issue two prescriptions: one for a short supply to be taken to your local pharmacy, and a second for an extended supply to be mailed to PharmaCare Direct.

2. Examine the prescription to make sure it includes the dosage, your doctor's signature, your name and address. Ask your doctor to write a prescription for insulin or insulin syringes if you need them since PharmaCare Direct requires a prescription for each.
3. Complete the Confidential Mail Service Enrollment Form (see page 2). You only need to complete this form for your first order. In the future, if you have additional medical information or changes to report, please notify PharmaCare Direct in writing.
4. Be sure to write your member number on the back of each prescription. Mail the completed form along with the original prescription and copayment in the envelope provided.
5. All drugs will be delivered postage-paid to the Primary Member listed on the Enrollment Form. **A covered dependent who wishes to receive prescriptions and communications directly instead of through the Primary Member should include a request in writing with any prescription order, or submit a Confidential Communication Form available at [www.pharmacare.com](http://www.pharmacare.com).**
6. Your medication will usually be delivered within 10-14 days. To ensure timely delivery, please place your orders at least two weeks in advance to allow for mail delays and other circumstances beyond our control. If you have any questions concerning your order, or if you do not receive your medication in 14 days, please contact PharmaCare Direct toll free at 1.800.222.3383.

### What about Generic Drugs?

The generic name of a drug is simply its chemical name. Generic drugs meet strict FDA requirements and are as safe and effective as brand-name drugs, but considerably less expensive. Generic substitutes will be dispensed whenever possible based upon availability, legal requirements and your physician's approval.

### What is the process for adding new prescriptions to mail service?

For new prescriptions, simply complete the Prescription Order Form included with each order and mail both the form and original prescription(s) to us in the envelope provided. Be sure to write your member number on the back of each prescription. Your physician can also fax the prescriptions to 1.800.323.0161.

### How do I order refills?

For refills, you have several options. You can visit our website at [www.pharmacare.com/members](http://www.pharmacare.com/members) to place your refill order online. In addition, you can call us at 1.800.222.3383 and provide your member number, prescription number(s) and credit card information. Or, you can complete the Prescription Order Form provided with your order and mail it to PharmaCare Direct. Your prescription label and the Customer Receipt will indicate the number of times you may refill a medication.

### How do I pay for the prescriptions?

PharmaCare Direct accepts checks, money orders and any of the following credit cards:

- JCPenney
- Discover
- MasterCard
- Visa
- American Express

**PharmaCare Direct Customer Service Hours: 1.800.222.3383**

Monday through Friday - 24 hours a day

Saturday - 9:00 a.m. to 8:00 p.m. (EST)

Sunday - 9:00 a.m. to 6:00 p.m. (EST)

TDD-Hearing Impaired:

1.800.238.0756

[www.pharmacare.com](http://www.pharmacare.com)

