

Using the Mail Service Pharmacy

for maintenance medications – 90-day supply

To help you get the most out of your mail service pharmacy benefit and to make sure you receive the most efficient service possible, please read the following tips about using the mail service pharmacy.

For your first order: Be sure to use the special Registration & Prescription Order Form to register and to place your first order. This form provides important health, allergy, and plan ID information.

For all new and refill prescriptions ordered by mail: Always fully complete the supplied order form. Send the completed form along with your new written prescription(s) and/or eligible Refill Request(s). (A new order form and Refill Request for eligible orders are sent to you with each delivery.) *Please note that new prescriptions may not be phoned in by you or your doctor.* You may, however, order Refills by Phone or Via Internet; see section below.

To avoid delays: Include the appropriate payment required at the time your order is placed. If appropriate payment is not received, your order may be returned to you unfilled. Since your cost is based on a percentage of total cost, using a credit card for payment is recommended.

For refills from other pharmacies: The mail service pharmacy must have a written prescription on file to process your mail service order. Please ask your doctor for a new written prescription.

Refills by phone (with credit card): The touch-tone refill service is available to you 24 hours a day, 7 days a week. Using a touch-tone phone, call to place your refill orders toll-free: 1-800-749-0009. You'll be asked to enter your prescription number(s), zip code, and credit card number (when payment is required). Please have this information ready when you call. The touch-tone refill service is also available in Spanish (en español: 1-800-758-0002). Web site: www.mywhi.com

Refills via the Internet: Visit our website: www.mywhi.com and select "Mail Service Pharmacy". Have your prescription number(s), zip code, and store number (from your vial) ready.

Refills too soon: Each bar-coded "Refill Request" shows the date on or after which you can order that refill. Orders placed before the refill date will be held and processed on that date.

Expired prescriptions : Most prescriptions, including refills, expire one year (sometimes sooner) from the date they are written. After the expiration date (even if the label shows refills remaining), ask your doctor for a new prescription.

For maintenance drugs you need to start taking right away: Ask your doctor for two prescriptions: one for a small supply to be filled at a local network pharmacy, and one for a maintenance supply to send to the mail service pharmacy.

WHI Member Services: If you have a question concerning your pharmacy benefits, co-pay, or eligibility, or need to know the location of a nearby participating network pharmacy, call WHP Member Services: 1-800-207-2568
Monday-Friday 7am-10pm CST / Saturday 8am-4pm CST / Sunday 8am-4pm CST

Special phone line for deaf or speech-impaired: A special teletypewriter (TTY) number is available for our deaf or speech-impaired mail service customers. *This number requires that you have a special machine, and it cannot be answered with voice.* The TTY number is 1-800-925-0178. Please do not use this number for voice calls.

Prescription delivery: Please allow two weeks for delivery from the date you mail your order. This allows time for delivery to and from the mail service pharmacy, plus internal processing time. All packages are labeled with your address and the pharmacy's return address only; there is no indication on the package that medications are enclosed.

Most prescriptions are delivered by U.S. Postal Service. (This is the only delivery method available for a P.O. Box.) Note that controlled substances may be sent via UPS, and require an adult signature upon receipt.