

## Mail Order Member Education

Members may choose to receive prescription medications via mail order pharmacy. This alternative to retail pharmacy is completely optional. Should you wish to enroll in mail order, please follow the steps below, and note that there will be no changes in your plan setup:

1. Select the Mail Order Pharmacy on the provided flyer that you would like to use for your prescriptions. Once you have selected the pharmacy, you will need to contact that pharmacy to setup an account with them. You can complete this step in one of the following methods:
  - a. Set up a profile on their website.
  - b. Call their customer service number
2. Have a list of the medications and prescribing doctors ready to input when asked.
3. Provide the pharmacy with your TrueScripts Processing information:
  - a. RxBin: 017274
  - b. RxPCN: PDMI
  - c. RxGroup: 99993626
  - d. Your Member ID number printed on your card
4. If you have current refills at another pharmacy, you can request that the mail order pharmacy call and request that they be transferred over to your new pharmacy.
5. A new prescription may be needed from your healthcare provider for 90-day fills at the retail pharmacy or mail order. The pharmacy can reach out to your provider to request this script. Since your provider should be able to call this into your pharmacy of choice, an office visit typically will not be required.
6. If the pharmacy informs you that your insurance is not contracted with TrueScripts, please request that they call TrueScripts for us to assist further. You may also call for us assistance.