

Mail Order Program:

As part of your prescription drug benefit plan you have the option to use ProAct's mail order pharmacy, ProAct Pharmacy Services, for maintenance medications. Maintenance prescriptions are medications you take every day for an indefinite period of time. Each mail order maintenance medication can be filled up to a 90 day supply. Learn more below:



Free
standard shipping



Lower
out-of-pocket
costs



Access
to a Customer Service
Representative any time
of day or night



State-of-the-art dispensing
with *3x quality control*

FREQUENTLY ASKED QUESTIONS

■ **How do I get started?**

To enroll in ProAct's mail order program, set up your Mail Order Profile online at proactrx.com/mail-order/1/#register or call **866-287-9885** to speak to a Customer Service Representative. They will assist you in setting up a patient profile including a payment method. You may set up automatic billing to a credit card of your choice.

■ **What if my medication needs to be refrigerated?**

If your medication requires refrigeration, our team will call you to schedule the delivery at a time when you will be home. Your medication is packaged with special ice packs and ventilation that can last up to 48 hours. All refrigerated medication is delivered UPS Overnight to ensure the integrity of the medication.

■ **How long will it take for me to receive my medication(s)?**

You can expect to receive your medication(s) within 7-10 days after we have received the order.



More Frequently Asked Questions can be found on our website!
www.proactrx.com/help-center/

■ **What if I am not home to receive my medication(s)?**

If your medication(s) are being sent USPS (non-refrigerated medication), they will be delivered to your mailbox just like normal mail.

If you are receiving a controlled substance, a signature will be required in order for the medication to be left at your home. You may provide us with an alternate address in which to ship the medication, where you know someone is present to sign for it.

If you are leaving your residence for an extended period of time, simply provide us with an alternate address or a one-time-use address in which to ship your medications.

■ **Do I need to call every 90 days to make sure my prescription is filled and being mailed?**

You have the option of utilizing our Automatic Refill Program. This will push maintenance prescription(s) with remaining refills into process when approximately 15% of your current prescription is remaining.

If you have a prescription that is enrolled on the program, but there are no refills remaining, the system will automatically send a refill renewal request to your doctor. We strongly encourage you to reach out to your doctor as well to inform them you are out of refills in order to avoid any possible interruptions.

You can also utilize our website, www.proactrx.com, or automated phone system to call in your prescription(s) up to 21 days in advance to ensure timely delivery of your medications.



Prescriptions for controlled substances are excluded from the auto refill program and doctor renewal requests.

Your *exclusive provider*
of mail order prescriptions!

PROACT
PHARMACY SERVICES

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866-287-9885 tel | 315-287-3330 fax
MailOrder@ProActPharmacyServices.com

For additional information or to enroll, please call 866-287-9885.