

TIPS FOR ORDERING

- ✓ **Provide a phone number where you can be reached during the day.**

PrimeMail may need to contact you to arrange delivery of temperature-sensitive or high-cost medications or for other questions regarding your order.

- ✓ **Ask your doctor to request the maximum quantity your benefit allows.**

If you are unsure of your maximum-quantity benefit, please refer to your summary plan description, or call the customer service phone number listed on your plan ID card and a representative will assist you.

- ✓ **Ask your doctor to prescribe your medication by its generic name.**

This will help ensure that you receive the generic medication. PrimeMail Pharmacy's dispensing practices requires certain medications to have the generic name written on the prescription in order for PrimeMail Pharmacy to provide you with the generic formulation.

- ✓ **Ask that the supervising physician's name is clearly indicated on your prescription.**

If you are under the care of a nurse practitioner, physician's assistant or other mid-level prescriber, ask that the supervising physician's name is printed on the prescription; or, you may ask that the supervising physician sign the prescription. The supervising physician's name is required on all prescriptions processing by PrimeMail Pharmacy.

- ✓ **If you are submitting a prescription for a controlled-substance medication, send the original prescription signed by your doctor.**

Faxed or copied prescriptions, or prescriptions signed by a mid-level practitioner (such as a physician's assistant or nurse practitioner) cannot be accepted for controlled-substance medications. Submit controlled-substance prescriptions to PrimeMail Pharmacy as close as possible to the date that they were written. Schedule II controlled substance prescriptions (e.g., Morphine, Demerol, Ritalin, & Adderall) should be submitted within seven days of the date they are written. Post-dated prescriptions cannot be accepted.

- ✓ **Fill out your PrimeMail order form completely.**

The more information we have, the better we can serve you. Please remember to submit prescriptions for multiple addressees on separate PrimeMail order forms.

