

Prescription Drugs – You Can Use a Mail Order Pharmacy OR a Retail Pharmacy

There are different advantages to using a local retail pharmacy
and a mail order pharmacy.

Retail Pharmacy

Use a retail pharmacy for one-time prescriptions, prescriptions you need right away, and for personal contact with a local pharmacist.

- For a one-month supply at a retail pharmacy — you pay one copay when the prescription is filled.
- For a two-month or three-month supply at a designated retail pharmacy – you pay one copay for each month supply up to three copays when the prescription is filled.

Mail Order Pharmacy

Use one of the participating mail order pharmacies for medications you use all the time. Mail order pharmacies save you money and offer the convenience of home delivery.

- For a three-month supply at a mail order pharmacy — you may pay a lower copay when your prescription is filled through mail order than you would for a three-month supply at a designated retail pharmacy.

You have a choice in mail order pharmacies.

Express Scripts Home Delivery Service

Available 24 hours per day, 7 days per week
866-503-5409 (Members only)
800-899-2114 (TDD)
www.express-scripts.com
FAX: 800-613-5628
800-763-5502 (Physicians only)
P.O. Box 52127, Phoenix, AZ 85072-2127

WellDyne Rx Mail Order Pharmacy

8:00 A.M. – 5:00 P.M. Mountain time,
Monday – Friday,
888-479-2000, option 2
TTY: 711
www.welldynernx.com
FAX: 303-793-0925 (Physicians only)
P.O. Box 4517, Englewood, CO 80155-4517
You may call for refills 24 hours per day, 7 days
a week.

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Instructions for Using a Mail Order Pharmacy

1. Have your doctor write your prescription for a 90 day supply with appropriate refills. **If this is a new medication**, also ask for a prescription for a one month supply that you can fill right away at a retail pharmacy.
2. Mail the 90 day prescription to the mail order pharmacy. **If you are new to this mail order pharmacy, complete the New Patient Home Delivery Form and enclose it with your prescription.** If you need a form, please call Rocky Mountain Health Plans Customer Service. If you do not want to send payment information in the mail, you may call the phone numbers listed and provide address and payment information over the phone. **The Mail Order Pharmacy will not mail your prescription unless you have provided them with payment information.**
3. For convenience, you can pay by check or credit card. If you write a check, call Rocky Mountain Health Plans Customer Service to determine the correct copay amount. Once the pharmacy has received your credit card information, the pharmacy will continue to use that method unless you request otherwise.

How to Order Mail Order Refills

Three weeks before you run out of medication, you need to order a refill. You can either call, use the website, or send in a mail order refill request form. Enclose the refill label you received with your medication. Also include your name, Member ID number, prescription number, daytime phone (including area code), and street address. Pharmacy orders can not be delivered to a post office box.

Customer Service

If you have benefit questions, contact Customer Service between 8:00 a.m. to 8:00 p.m., Mountain Time, 7 days a week.

- Call 888-282-1420.
- TTY: 711
- Para asistencia en español llame al 888-282-1420.