



Mail Service Pharmacy
Prescription Order Form



PROGRAM OVERVIEW

As an eligible member of the CBCA Rx prescription drug plan, you and your eligible dependents are covered under the *mail service pharmacy benefit*.

Under this benefit, you can obtain covered “maintenance” prescriptions used to treat chronic or long-term health conditions (such as high blood pressure or diabetes) through the Walgreens Mail Service pharmacy.

SAVING MONEY WITH GENERICS

Drugs have two names: a trademark or “brand” name, and a chemical or “generic” name. By law, brand and generic drugs must meet the same standards for safety and effectiveness.

Many brand prescriptions have a less expensive “generic equivalent” available. Obtaining generic drugs whenever possible can provide you with savings directly (by paying a lower copayment) and/or indirectly (because you save money for the plan—which ultimately benefits you).

Ask your doctor to prescribe generic drugs whenever possible.

GENERIC SUBSTITUTION

It is standard pharmacy practice to substitute generic equivalents for brand-name drugs whenever possible. Walgreens Mail Service will dispense an FDA-approved generic equivalent whenever available, permitted by your prescriber, and allowable by law. If you do not want a generic equivalent, please call our Customer Care Center to advise.

YOUR COST

When you have your covered prescriptions filled through the Walgreens Mail Service pharmacy, you share the cost by paying a “copayment”; the plan pays the rest. Check with your plan administrator for your copays.

If a generic substitute is available and allowed by your physician but you choose to receive the brand drug, you may be responsible for the higher brand copayment and/or the difference between the brand and generic price of each drug.

IMPORTANT—PLEASE NOTE

Please encourage your doctor to write for a 90-day maintenance supply to take full advantage of your mail service benefit. Your prescriptions may be filled for up to the plan days supply maximum when allowed by your physician, the law, and in accordance with pharmacy practice. Some medications that may only be dispensed for the exact quantity as written by your physician include:

- controlled substances
- antidepressants

USING THE MAIL SERVICE PHARMACY

For new and refill orders by mail: Always fully complete the supplied order form (included with each delivery). Enclose the form with your new written prescription(s) and/or eligible Refill Request(s) sent with previous orders. *New prescriptions may not be phoned in by you or your doctor.* (You may, however, order **refills by phone or internet**; see next page.)

To avoid delays: Always include the appropriate copayment (if applicable), required at the time your order is placed. *Failure to provide payment may result in the return of your unfilled orders.*

USING THE MAIL SERVICE PHARMACY (CONTINUED)

For your first order: Be sure to use the special REGISTRATION & PRESCRIPTION ORDER FORM attached to this brochure to register yourself and your dependents and place your first order. This form provides important health, allergy and plan ID information for you and your dependents.

For refills from other pharmacies: Walgreens Mail Service must have a *written* prescription on file to process your mail service order. If you wish to use the mail service, please ask your doctor for a new written prescription.

Refills by phone (with credit card): Call the convenient touch-tone refill service toll-free: **1-800-749-0009**, 24 hours a day, 7 days a week. Have your prescription number(s) and credit card ready (en español: 1-800-758-0002).

Refills via the Internet: Visit our website: **www.walgreensmail.com**. 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.

Prescription expiration date: Most prescriptions, including refills, expire one year (sometimes sooner) from the date they are written. After the expiration date, *regardless of whether your vial label still shows refills remaining*, you must obtain a new prescription from your doctor.

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. Most prescriptions are delivered by U.S. Postal Service.

In case of emergency: Prescriptions can be shipped overnight *for an additional charge to you*.

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 your local pharmacy and one for the mail service pharmacy.

Customer Care Center: For questions regarding your order, or to speak with a pharmacist, call toll-free: **1-800-999-2655**

(TTY for deaf: 1-800-925-0178)

Monday–Friday 8:00 a.m.–8:00 p.m. (Eastern)

Saturday 8:00 a.m.–Noon (Eastern).

Other Questions: Please direct questions regarding the terms of your benefit plan (such as copayment amounts, covered and non-covered drugs, eligibility, etc.) to your benefits representative at 1-800-383-8737.

Make checks payable to: Walgreens Mail Service.
Please do not send cash.

Credit cards accepted: Visa, MasterCard, American Express, Discover.

Mail your order to:
Walgreens Mail Service
P.O. Box 628001
Orlando, FL 32862-8001

CONVENIENT REFILLS (WITH CREDIT CARD)
24 hours a day • 7 days a week

BY PHONE
1-800-749-0009

(en español: 1-800-758-0002)

ON-LINE VIA THE INTERNET
www.walgreensmail.com

This brochure only highlights your mail service pharmacy benefit. In case of any discrepancy between this brochure and the legal documents describing the plan, the legal documents govern.