

Frequently Asked Questions

State of Wisconsin (State) and Wisconsin Public Employers (WPE) Group Health Insurance Programs Transition to Serve You DirectRx Pharmacy

On January 1, 2018, Serve You DirectRx Pharmacy will be the exclusive mail service pharmacy provider for State and WPE prescription drug programs.

1. WHO IS SERVE YOU DIRECTRX PHARMACY?

Serve You DirectRx Pharmacy (*DirectRx Pharmacy*) is a mail service pharmacy located in Milwaukee, Wisconsin. We have contracted with your pharmacy benefit manager, Navitus Health Solutions, as your preferred mail service pharmacy. We offer safe, easy and convenient home delivery of prescription drugs you take on a regular basis (maintenance medicines) for long-term medical conditions, such as high cholesterol, high blood pressure, and diabetes, just to name a few. Mail service also can provide opportunities for cost savings.

DirectRx Pharmacy offers:

- Free standard home delivery
- Fast & reliable turnaround with prescription orders shipped within 1 or 2 business days from receipt
- Refill ordering online, by phone and by mail
- Pharmacists available 24 hours per day, 7 days per week to answer questions about *DirectRx Pharmacy* orders
- Secure and confidential packaging that protects against weather and tampering

2. I HAVE A NEW PRESCRIPTION. HOW DO I SUBMIT IT TO DIRECTRX PHARMACY?

New orders can be placed by you or your prescriber. To have an order placed by your prescriber, ask your prescriber to write your prescription for the maximum days' supply allowed by your plan (usually 90 days*), plus refills if appropriate. The prescription can be submitted by your prescriber by phone, fax or electronic prescription.

- Phone: **800-481-4940**
- Fax: **866-494-0364**
- Electronically to *Serve You DirectRx Pharmacy*

If you have received a hard copy written prescription, you will need to mail it to us by completing the following steps:

1. Go to **serve-you-rx.com**
2. Download the *WI ETF New Prescription Mail-In Order Form*
3. Complete the form and mail it along with the original written prescription and payment method to:

Serve You DirectRx Pharmacy
P.O. Box 26096,
Milwaukee, WI 53226

DirectRx Pharmacy accepts Visa, MasterCard, American Express, Discover, and personal checks.

3. I AM CURRENTLY USING WELLDYNERX'S MAIL SERVICE TO FILL MY PRESCRIPTIONS. HOW DO I TRANSFER THOSE PRESCRIPTIONS TO DIRECTRX PHARMACY?

DirectRx Pharmacy will transfer your valid prescription refills from WellDyneRx on your behalf. However, you will need to take additional steps when you are due for a refill. You will need to initiate your first refill with *DirectRx Pharmacy* by calling **800-481-4940** at least two weeks prior to your current prescription running out. Since payment information will not be transferred from WellDyneRx to *DirectRx Pharmacy* you will need to provide a method of payment to *DirectRx Pharmacy* prior to receiving a refill.

Controlled substances, compounded medications, prescriptions that have expired, or prescriptions that have no refills remaining will not be included in the transfer and will require submission of a new prescription as outlined in the answer to question #2 above.

4. I CURRENTLY USE A RETAIL PHARMACY. HOW DO I TRANSFER MY PRESCRIPTION FROM MY RETAIL PHARMACY TO DIRECTRX PHARMACY?

Call *DirectRx Pharmacy* at **800-481-4940** and provide the following:

- Name and phone number of the pharmacy
- Drug name and prescription number found on the label
- Number of refills remaining

– OR –

Complete and mail the *WI ETF Prescription Transfer Form*. This form can be downloaded from **serve-you-rx.com**.

5. ONCE I BEGIN USING DIRECTRX PHARMACY, HOW DO I REFILL MY PRESCRIPTION?

Go to **serve-you-rx.com** and click the *EZRefillRx* link.

– OR –

Call **800-481-4940** and use the automated EZRefillRx line. Please have your prescription number and payment information ready.

– OR –

Complete and return the refill order form that was shipped with your order.

– OR –

Enroll in EZAutoFill: Through EZAutoFill we will automatically fill and ship your prescription before your current supply runs out. There is no charge for this service. To learn more or to enroll, call **800-481-4940**. (*This service is not available to Medicare patients.*)

6. HOW LONG WILL IT TAKE TO RECEIVE MY ORDER FROM DIRECTRX PHARMACY?

From the point an order is received, *DirectRx Pharmacy* has it ready to ship in less than two days. However, please allow additional time for delivery. We recommend requesting a refill when you have two weeks remaining of your medication.

If you are ordering a new prescription that you need to begin taking right away, ask your doctor to write two prescriptions: 1) for an initial supply you can have filled immediately at a retail pharmacy and 2) for the maximum days' supply (usually 90 days*), plus refills if appropriate, to be sent to *DirectRx Pharmacy*.

7. HOW WILL MY PACKAGES BE SHIPPED?

Non-refrigerated packages will be shipped via USPS First Class or USPS Priority mail based on the weight of the package. All refrigerated medications and any order for a non-refrigerated medication with a value greater than \$3,000 will be shipped UPS Next Day Air. Orders with a value at or above \$10,000 require an adult signature at delivery. All packages that are shipped UPS Next Day Air are also monitored by the UPS Proactive Response program which aims to decrease missed deliveries. Through Proactive Response, UPS allows additional flexibility for rerouting packages to different addresses or reattempting delivery in the same day. Refrigerated packages can also be placed under refrigeration until another delivery attempt is made. All controlled substance prescriptions require an adult signature at delivery.

8. WHAT IF MY MEDICATION REQUIRES REFRIGERATION?

Items requiring refrigeration are shipped UPS Next Day Air in special packaging that keeps the medication at the manufacturer-required temperature.

9. HOW DO I PAY FOR MY DIRECTRX PHARMACY ORDER?

DirectRx Pharmacy accepts Visa, MasterCard, American Express, Discover, and personal checks. You can submit payment with your order or establish a credit card payment method in your profile for ongoing use, either by including that information on the order form or by calling customer service at **800-481-4940**. When you establish a credit card with us as a method of payment a nominal preauthorization fee may appear on your bank statement to validate the account.

10. WHAT WILL MY PACKAGE FROM DIRECTRX PHARMACY LOOK LIKE? WHAT MATERIALS DOES DIRECTRX PHARMACY USE TO PREPARE AND PACKAGE MY PRESCRIPTION ORDER?

Different mail service pharmacies can use different packaging methods - all of which are effective in getting your prescription to you safely, securely, and discreetly. Our pharmacy uses an array of packaging materials including mylar polybags, boxes, coolers, gel packs, bubble wrap, and paper void fill. Our secure and confidential packaging also protects against weather and tampering.

11. WHO DO I CONTACT IF I HAVE A QUESTION ABOUT THE PRESCRIPTION I FILLED AT SERVE YOU DIRECTRX PHARMACY?

If you have a question about your prescription, call us at **800-481-4940**. Pharmacists are available 24 hours per day, 7 days per week to answer questions about prescriptions dispensed by *DirectRx Pharmacy*. We also have customer service representatives to assist with placing orders and answer questions about order status who are available:

Monday – Friday 7:30 am – 9:00 pm (CST)
Saturday 8:00 am – 6:00 pm (CST)
Sunday 9:00 am – 3:00 pm (CST)

**A 90-day supply of maintenance medications is available from Serve You DirectRx Pharmacy. However, if you have a newly prescribed maintenance medication, the State and WPE programs require you to have three consecutive 30-day supplies filled before you are eligible to receive a 90-day supply, to avoid waste if you do not continue to use the medication.*

If you have additional questions, please call customer service at **800-481-4940** or visit **serve-you-rx.com**.