





## Tips for Ordering Prescription Drugs by Mail



- **Provide a phone number where you can be reached during the day.** This is especially important if your medication is temperature-sensitive or high-cost. PrimeMail® Pharmacy will contact you to arrange delivery.
- **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 be 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 processed 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.
- **Do not submit prescriptions for compounded medications to PrimeMail Pharmacy.** PrimeMail does not fill prescriptions for compounded medications. Compounded medications require special mixing of ingredients to make a drug dose that is not commercially available. These compounded products often require the added expertise of a compounding pharmacist. In addition, many compounded products have limited or no stability data available, making them inappropriate for the extended-days supply associated with mail service pharmacy benefits.
- **Fill out you PrimeMail Order Form completely.** The more information we have, the better we can serve you. Please remember to submit prescriptions for multiple addresses on separate PrimeMail Order Forms.



Mail Order Pharmacy Program  
Provided by  
PrimeMail Pharmacy

