

Frequently Asked Questions: Serve You DirectRx Pharmacy (*DirectRx Pharmacy*)

HOW DO I PLACE MY FIRST ORDER THROUGH DIRECTRx PHARMACY?

Ask your prescriber to submit a prescription for the maximum days' supply of your maintenance medications, plus refills if appropriate, to *DirectRx Pharmacy* by:

- Phone to **800-759-3203**
- Fax to **866-494-0364**
- Electronically

If you have a written prescription for your maintenance medications:

1. Go to **serve-you-rx.com**.
2. Click on *Members*, then scroll down to *Member Forms* and download the *New Prescription & Refill Order Form*.
3. Complete the form and mail it along with the original written prescription and the applicable copayment to:
Serve You Rx
P.O. Box 26096
Milwaukee, WI 53226

WHAT IF I HAVE REFILLS REMAINING AT A LOCAL RETAIL PHARMACY?

To transfer your prescription, call Serve You Rx customer service at **800-759-3203** and give the representative:

- Name and phone number of current pharmacy
- Prescription name and number found on medication label
- Number of refills remaining

You can also have your prescriber complete the *Prescription Transfer Form*, available on **serve-you-rx.com** (click on *Members*, then scroll down to *Member Forms* to download) and fax it to **866-494-0364**.

HOW DO I PAY FOR MY DIRECTRx PHARMACY ORDER?

Serve You Rx accepts Visa, MasterCard, American Express, Discover, and personal checks. Payment must be received before medications are shipped.

CAN I ORDER REFRIGERATED ITEMS OR CONTROLLED SUBSTANCES THROUGH DIRECTRx PHARMACY?

Items requiring refrigeration are shipped overnight in special packaging that keeps the medication at the desired temperature. Controlled substance orders can be filled; however, regulations may apply and you must provide the original written prescription from your prescriber for each order.

WHERE CAN I FIND THE COST/COPAY AMOUNT FOR FILLING MY MEDICATIONS THROUGH DIRECTRx PHARMACY?

Go to **serve-you-rx.com**, log in to the Member Portal, and use the "*What's My Copay?*" feature to find your *DirectRx Pharmacy* cost/copay amount. You can also call Serve You Rx customer service at **800-759-3203**.

HOW DO I REFILL MY MEDICATIONS THROUGH DIRECTRx PHARMACY?

- Online: Go to **serve-you-rx.com** and click the *EZRefillRx* link.
- Phone: Call **800-759-3203** to use the automated *EZRefillRx* line 24/7. Have your prescription number and payment information available.
- Mail: Complete and return the *New Prescription & Refill Order Form* shipped with your previous order or download the form at **serve-you-rx.com**.

HOW LONG WILL IT TAKE TO RECEIVE MY ORDER THROUGH DIRECTRx PHARMACY?

If you are ordering a new medication through *DirectRx Pharmacy*, please ask your doctor to write two prescriptions:

- One for a 14-day supply that you can initially fill at a local retail pharmacy.
- One for the maximum days' supply, plus refills if appropriate, that you can send to *DirectRx Pharmacy*.

Most orders are processed within two business days, with additional time needed for shipping and delivery. Therefore, it is recommended that you mail your refill order form to *DirectRx Pharmacy* when you have two weeks left on your remaining supply.

For faster delivery, go to **serve-you-rx.com** and click the *EZRefillRx* link or call **800-759-3203** to use the automated *EZRefillRx* line 24/7.