

# Frequently Asked Questions



## Questions asked about our Mail Order Pharmacy Services

WellDyne offers several easy ways to get started with our Mail Order Pharmacy.

### How do I get started with Mail Order Prescription Shipments?

- Register today! You'll need to provide your contact, health and payment information. You can register online or by mail.
- **Online:** For 24/7 access to your prescription information, click "Register Now" to create an online account.

### How do I get my first prescription filled and delivered?

- Once you've registered, ask your doctor to write a prescription for the number of days your plan allows (for example, 90 days).
- **Send your prescription to:** WellDyne, PO Box 90369, Lakeland, FL 33804

### You can also ask your doctor to:

- Send your prescription(s) electronically to WellDyne. This is the fastest way to receive your prescription shipments. Your doctor can e-prescribe to "WellDyne Prescription Delivery."
- Fax your prescription to 1 (888) 830-3608.
- Call in your prescription to 1 (888) 479-2000.

### What does a mailed prescription need to include?

To mail in a new or renewal prescription:

- Write the patient's address and date of birth on the back of the prescription, if this information is not already on the prescription.
- Mail your prescription to: WellDyne, PO Box 90369, Lakeland, FL 33804.

### How long will it take for my medication to be delivered?

- The fastest way to get your prescription filled is for your doctor to e-prescribe. Once we receive your prescription, your medication will arrive in approximately seven to 10 business days by standard shipping.

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## Questions asked about our Mail Order Pharmacy Services (continued)

### What if I can't wait seven to 10 days?

If you need your medicine quickly, you can pay for faster shipping or you can ask your doctor to write two prescriptions. The first prescription is for a short-term supply that you can fill right away at one of our participating retail pharmacies. The second prescription is for the maximum number of days your plan allows for mail service (for example, 90 days). By doing this, you will have a supply of medication before you receive your prescription shipment.

### How do I order refills?

Refills are easy. You should order them at least three weeks before you finish your current prescription. We'll email or call you with a refill reminder. You can order refills online or through our automated phone system (call the Member Services number shown on your ID card).

### Can I transfer a prescription from another pharmacy?

**No.** WellDyne recommends obtaining a new prescription from your health care provider when transferring to the WellDyne Mail Order Pharmacy. Members must register online through the WellView Member Portal before a prescription can be filled.

### Can I speak with a pharmacist directly?

**Yes,** our pharmacists are available to answer your questions 24/7/365. To speak with a pharmacist, please call the Member Services number on your ID card.

### Who do I call if I have a problem or question?

For any additional questions, please call the Member Services number shown on your ID card.

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For questions about your pharmacy benefits, visit our member portal at [www.WellDyne.com](http://www.WellDyne.com) and click "For Members." Or call Member Services at the number listed on your ID card.