

Frequently Asked Questions

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, go to WellView.WellDyne.com and click "Register Now."

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).
- Your doctor can submit your prescription:
 - **Electronically:** E-prescribe to WellDyne Home Delivery. This is the quickest way to fill your prescription.
 - **By Fax:** 1-888-830-3608. Only prescribers may fax prescriptions to a pharmacy.
 - **By Mail:** Send prescription with patient's address and date of birth to WellDyne, PO Box 90369, Lakeland, FL 33804.

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

- Once we receive your prescription, your medication will arrive in approximately 7 to 10 business days by standard shipping.

What if I can't wait 7 to 10 days?

- If you need your medicine quickly, you can pay for faster shipping or your doctor to write two prescriptions. The first prescription is for a short-term supply that you can fill right away at a network retail pharmacy. 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.

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How do I order refills?

- Refills are easy. You should order them 2-3 weeks before you finish your current prescription. We'll email or call you with a refill reminder.
 - **Online:** Order refills with a few clicks or choose auto refill at WellView.WellDyne.com.
 - **Phone:** Order through our automated phone system by calling the Member Services number shown on your ID card.

How do I enroll in automatic refills?

- Choose auto refill to get your medications on time, every time without having to remember to reorder. Many medications allow auto refill, but some may not be eligible.
- Enrolling is simple. Login at WellView.WellDyne.com and select the auto refill icon next to your medications.
- About two weeks before you run out of your medications, we'll send a refill. You'll receive a shipping notification letting you know it's on the way.

Can I transfer a prescription from another pharmacy?


- **No.** We recommend that you obtain a new prescription from your doctor when transferring to mail order. You will need to register online at WellView.WellDyne.com before a prescription can be filled.

Can I speak with a pharmacist directly?

- **Yes.** 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.



For questions about mail order, visit our member portal at WellView.WellDyne.com.
Or call Member Services at the number listed on your ID card.