

Frequently Asked Questions

Home Delivery Pharmacy



How do I get started with home delivery prescription shipments?

- Register today! You'll need to provide your contact, health and payment information.
- **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 HealthDyne Pharmacy. 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 HealthDyne, 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 if allowed.

*While many of our patients access the Patient Portal via wellview.welldyne.com, some may access the portal through their employer's intranet, benefits site or wellview.healthdyne.com. Additionally, some insurance plans may not be set up for patients to use the patient portal. Please contact Customer Care for more information or for assistance.



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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, text 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 Customer Care Center at (888) 479-2000.

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. (Important: California residents must re-enroll in auto refill every 12 months.)

How do I stop automatic refills?

- To remove a prescription from automatic refill, log into the WellView member portal and click Prescriptions. Select the Disable Auto Refill button next to your prescription.
- Your next refill will not ship automatically and you will need to place an order 2-3 weeks before you finish your current supply.
- You can also ask a Customer Care Advocate to manage your auto refill requests.

Can I transfer a prescription to or from another pharmacy?

- Yes, but 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.
- Call (888) 479-2000 to speak with a Customer Care Advocate for assistance transferring your prescription to HealthDyne or another pharmacy.

Does HealthDyne automatically substitute a brand name medication with a generic when I submit a prescription?

- Yes. HealthDyne will send you a generic equivalent whenever possible, unless otherwise noted by you or your doctor, or when restricted by federal or state law.
- Since the brand name product may require a higher copay (based upon your plan), we recommend that you contact HealthDyne for copay pricing before you place an order for a brand.

Does HealthDyne fill over-the-counter (OTC) medications?

- Yes, HealthDyne will fill OTC medicines if the medication is covered by your prescription benefit plan and your doctor has written a prescription for it.

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Will I have to pay a copay for my prescriptions?

- Copays vary according to your plan and do apply to mail order pharmacy purchases. Since mail order shipments usually include a three-month supply, the result is fewer refills throughout the year and increased savings. Check your plan information for copay details.
- You may also request a cash price for your medication if you wish not to use your insurance. Please call the number on your ID card to speak to a Customer Care Advocate about your medication costs.

What forms of payment do you accept?

- WellDyne accepts VISA, MasterCard, American Express, Discover, check, check by phone, or money order as approved forms of payment. We also accept payment cards for flexible spending and health savings accounts.
- To avoid possible delays in shipping for unpaid balances on an account, members are encouraged to provide a credit card for all charges. For your convenience, your credit card will be maintained on a secure site for future orders.

How are prescriptions sent?

- HealthDyne Pharmacy orders are sent via first class U.S. Postal Service. If you choose to have your medication rush ordered, additional costs will apply and they will vary by shipping method.
- All orders are shipped in unmarked, tamper-proof packaging to ensure security and complete confidentiality. If necessary, HealthDyne will use insulated and temperature-controlled packaging to ensure the integrity of your medications.

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 Customer Care Center at (888) 479-2000.

Where does HealthDyne get my medication?

- To ensure the safety of your medication, HealthDyne only purchases from manufacturers and wholesalers that are licensed and approved by the FDA to conduct business and distribute drugs within the United States.

Is my information kept private?

- Yes. We ask for some personal information when setting up your account, and we keep this information completely confidential. We use this information to ensure you receive the best care possible.
- Contact our accrediting organization, ACHC, directly at 1-855-937-2242 to file a complaint.

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How can I report a problem?

- We understand that it can be difficult to manage complex health conditions and we're here to help. If you have questions about your medication, including how to take it, what to do if you miss a dose, how to manage side effects, etc., our pharmacists are available 24/7/365 days a year. For medical emergencies, please call 911.
- If you have concerns or complaints about your experiences with HealthDyne, we want to hear from you.
 - Contact us by phone at (888) 479-2000 or by email at customercare@healthdyne.com.
 - Florida Mailing Address: HealthDyne, PO Box 90369, Lakeland, FL 33804
 - Colorado Mailing Address: HealthDyne, PO Box 4517, Englewood, CO 80155
 - If necessary, our customer care team will help you with escalating pharmacy complaints. You may also contact our accrediting organization, ACHC, directly at 1-855-937-2242 to file a complaint.

For questions about home delivery, visit the portal at [WellView.Welldyne.com](https://www.wellview.welldyne.com)* or call (888) 479-2000.

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