

Mail Order Rx

Using Mail Order Ensures You Always Have Your Medications

Medical Mutual's top priority is the health and well-being of our members. During this time, as we all take extra precautions and safety measures, we want to stress the importance of taking your medications as prescribed by your healthcare providers.

While your local, retail pharmacies will continue to fill your prescriptions, remember you have the option to fill up to a 90-day supply of medications and have those shipped directly to your home, or another location that you designate, through Express Scripts Home Delivery. Getting started is easy. There are two options.



Online

- Visit Medical Mutual's secure member website, My Health Plan, at [MedMutual.com/Member](https://www.MedMutual.com/Member).
- Go to Benefits & Coverage, Prescription Drug Benefits, and click on "Sign on to Express Scripts."
- Hover your cursor over Prescriptions and click "Pharmacy Options."
- Select the medication you want included in home delivery and click "Continue."
- Review the order details and click "Proceed to Checkout."
- Review address, payment and order details, and update as needed.
- Finish by clicking "Process Order."
- Express Scripts will contact your healthcare provider to obtain a new 90-day prescription for your medication.



Phone

- Call the Rx Information number listed on your Medical Mutual ID card. Representatives are available 24 hours a day, seven days a week.
- Express Scripts will contact your healthcare provider to obtain a new 90-day prescription for your medication.
- Before you call, have the following information available found on your prescription bottle:
 - Your doctor's name
 - Your doctor's phone number
 - The name, dosage and directions for your prescription medication
 - Also have the address where you would like your prescription mailed and credit card, debit card or health savings account information for payment.

Confirming Your Order

Within 7 days of placing your order, you should receive an email or call from Express Scripts indicating your prescription is being processed. If you do not, please visit My Health Plan. Go to Benefits & Coverage, Prescription Drug Benefits, and click on "Sign on to Express Scripts." Look for "Order Status." Alternatively, you can call the Rx Information number on your ID card.

Refilling Your Prescriptions

To refill your prescriptions, start the home delivery process at least 3 weeks prior to your next refill by going online to Express Scripts through [My Health Plan](#) or calling the Rx Information number on your ID card. You can also request auto refill, so your medications are automatically filled and sent to you when it's time.

What You'll Pay for Your Medications

When you request a 90-day supply of your prescriptions, your cost share may change. To determine what that cost will be, visit [My Health Plan](#). Go to Benefits & Coverage, Prescription Drug Benefits and click on "Sign on to Express Scripts." From there –

- Go to Prescriptions and then Price a Medication.
- Enter your medication name, dose, the amount of medication you take per day (e.g., one tablet), and how often you take it (e.g., once per day).
- On the next page, you will see home delivery pharmacy identified as the first pharmacy and the cost.

Extended Payment Program

If you are having trouble affording the full cost of a 90-day fill, you may split that cost into three equal, monthly payments by using the Express Scripts Extended Payment Program. There is no additional charge or fee for using this program and you receive -

- Your full 90-day supply of the medication after your first payment
- Monthly charges to the credit or debit card of your choice; flexible spending account and health savings account debit cards cannot be used with this program
- A payment schedule will be provided with your first order

If you would like to enroll in the Extended Payment Program, please let Express Scripts know when you call to place your order. Express Scripts will then apply the Extended Payment Program to all home delivery prescriptions for all covered members in your household. You can cancel the Extended Payment Program at any time.

If you have questions, please contact the Customer Care number on your ID card for assistance.