

# Using Mail Order

Save money on your long-term medications

**If you take long-term medications, such as those used to treat high blood pressure, high cholesterol or diabetes, you may save time and money by having them delivered conveniently to your home through mail order.**

## New Prescriptions

- To make sure you have what you need to start taking your medicine, ask your doctor for one prescription for a 30-day supply. Fill this prescription at a network retail pharmacy.
- Then, ask your doctor for a second prescription, for up to a 90-day supply plus refills. There are three ways to submit this prescription to the Express Scripts home delivery pharmacy:
  - Your doctor can e-prescribe it directly to Express Scripts.
  - Your doctor can fax your prescription to Express Scripts.
  - You can mail your prescription with a completed mail-order form and payment to the address on the form. To print a form, visit the Express Scripts website through My Health Plan. (Visit [MedMutual.com/Rx](http://MedMutual.com/Rx), then click Sign on to Express Scripts. On the Express Scripts website, click Benefits > Print Form.) You can pay by credit card, debit card, check or money order.

## Refills

When you have two weeks' worth of your medication left, you will need to order a refill. You can do so online, by phone or by mail.

- **Online:** Visit the Express Scripts website through My Health Plan. Click Add to Cart for your eligible prescriptions and check out by providing payment information. If your prescription has expired, Express Scripts will contact your doctor.
- **By Phone:** Call the Rx Information number on your Medical Mutual ID card. If your prescription has expired or run out of refills, Express Scripts will contact your doctor to renew it. You will also need to provide payment information before your medication is shipped to you.
- **By Mail:** Complete the refill slip that came with your original prescription. Then mail it to Express Scripts with your payment (or complete the credit or debit card information) in the envelope provided.
- **By Smartphone:** You can plan refill orders via the free iPhone or Android Smartphone application available in the App Store or Google Play under "Express Scripts".

You can also set up automatic refills for many long-term medications. Once you enroll an eligible medication,\* you no longer need to remember to order refills. As you get close to the end of your current supply (based on when the previous fill was shipped), Express Scripts will notify you about two weeks before mailing your medicine so you can cancel or change the order if you need to.