

MAIL ORDER SERVICES

**DELIVERING
MEDICATIONS**

right to your door,
right on time

Overview

MedOne offers mail order services through MedOne Pharmacy Services (MPS). Mail order is a convenient, inexpensive way to have your medications sent right to your door. Mail order works best for maintenance medications (something you take regularly) that don't often change. Examples of medications suited for mail-order are those that treat high blood pressure, heart disease, cholesterol, asthma, and diabetes.

Enrollment & Services Set-Up

To get started with MPS, members must complete enrollment through the myMedOne Member Portal. Visit the Member Portal at my.medone-rx.com to sign in or create your account. Once inside the portal, the Mail Order tab will walk you through the enrollment steps.

Medication Transfers & Refill Requests

Once enrollment is complete, a valid prescription must be on file in order to fill your prescription via mail order.

Visit the **CURRENT PRESCRIPTION ORDERS & REFILL REQUESTS AT MPS** tab to request which medications you'd like filled via mail order.

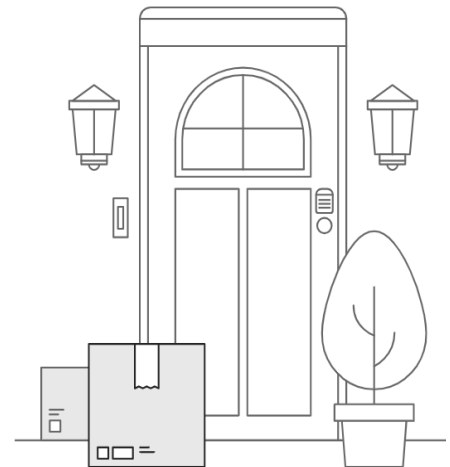
To request refills through myMedOne, follow these steps:

- Select **MAIL ORDER** on the home screen and locate the **SHIPPED PAST ORDERS** option, expanding the prescription you would like refilled.
- Select **REQUEST A REFILL** and **SUBMIT REFILL REQUEST**.

You can also ask your doctor to send your prescription to MedOne Pharmacy Services through their e-prescribing software or via fax to **563-588-0173**. One of our Pharmacy Care Coordinators will contact you within 24 hours to complete the sign-up process.

Questions?

For questions specific to mail order, please call **877-896-0919**. For more general assistance regarding your pharmacy benefit, call **866-335-9057** or check out the chat feature on our website at www.medone-rx.com.



medone
Pharmacy
Services

Contact Information

Phone: 877-896-0919

Fax: 563-588-0173

Web: www.medone-rx.com

App: RxLocal



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