



### **Savings With Generics**

Generic medications offer the same benefits as their brand-name counterparts and usually cost significantly less. We review every prescription order to see if there is a less-expensive generic medication available. Unless otherwise noted by your prescriber or state law, we will dispense an FDA-approved generic equivalent, if available. If you do not want a generic, please contact our Customer Care Center.

### **Privacy and Security**

The information you provide us is kept confidential in accordance with HIPAA and other applicable state privacy laws. In addition, we use technology that is designed for use with secure Web servers. This technology ensures that your personal, health, prescription and credit card information cannot be accessed when submitted over the Internet.

### **Mail prescriptions to:**

Walgreens  
P.O. Box 29061  
Phoenix, AZ 85038-9061

Walgreens Customer Care Center  
866-352-3230  
Hours of Operation  
7 days a week  
24 hours a day  
En español: 800-778-5427  
TTY: 800-573-1833



For more information, visit:  
[Walgreens.com/mailservice](http://Walgreens.com/mailservice)



## Mail Service Pharmacy



Convenient, reliable delivery for the members of:





Your pharmacy benefit includes mail service, offering you convenient delivery of your maintenance medications from Walgreens to the location of your choice.

Maintenance medications are used to treat chronic (long-term) conditions. You may receive up to a three-month supply or the maximum allowed by your plan.

### **Getting Started**

It's easy to register and order your first prescription:

**Online:** Register at [Walgreens.com/mailservice](https://www.walgreens.com/mailservice). From the registration confirmation page, follow the instructions to submit your new prescription.

**By mail:** Complete the registration form included with your enrollment packet. Mail the form along with your original prescription.

**By phone:** Call our Customer Care Center and have your insurance information handy.

### **Additional ordering options after registration:**

Ask your prescriber to fax or e-prescribe your new prescription.\*

- **Fax:** Use the enclosed fax form or log in to your online account to print a prescriber fax form. Give the form to your prescriber to complete and fax to the number listed on the form.
- **E-prescribe:** If your prescriber has the technology to submit prescriptions electronically, request that he or she do so.

### **If you need your medication right away:**

Request two prescriptions from your prescriber: one for an initial short-term supply (e.g., 30-day supply or the amount allowed by your plan) that your local pharmacy can fill immediately and one for a 60-day supply (or the maximum amount allowed by your plan) to mail to Walgreens.

**Free standard shipping:** Please allow 10 business days from the time you place your order until you receive it at the address you specified.

### **Flexible Payment Options**

Payment in full—by credit card or check—is required with every prescription order. We accept all major credit cards. For your convenience, we can keep your credit card on file for future orders by adding it to your secure online account. Simply complete the fields on your registration form or call our Customer Care Center.



\*By law, prescription fax forms and e-prescriptions are valid only if sent from a prescriber's office.