



Mail Order Program:

As part of your prescription drug benefit plan, you have the option to use ProAct's mail order pharmacy, ProAct Pharmacy Services, for maintenance medications. Maintenance prescriptions are medications you take every day for an indefinite period of time. Each mail order maintenance medication can be filled up to a 90 day supply. Learn more below:

FREQUENTLY ASKED QUESTIONS

▲ *How do I get started?*

To enroll in the ProAct mail order program, simply call 877-635-9545 to speak to a Customer Service Representative. They will assist you in setting up a patient profile including a payment method. You may set up automatic billing to a credit card of your choice.

▲ *How long will it take for me to receive my medication(s)?*

You can expect to receive your medication(s) within 7-10 business days after we have received the order.

▲ *What if I am not home to receive my medication(s)?*

If your medication(s) are being sent USPS (non-refrigerated medication), they will be delivered to your mailbox just like normal mail.

If you are receiving a controlled substance, a signature will be required in order for the medication to be left at your home. Members can provide us with an alternate address in which to ship the medication, where they know someone is present to sign for it.

If you are leaving your residence for an extended period of time, simply provide us with an alternate address or one time use address in which to ship your medications.

▲ *What if my medication needs to be refrigerated?*

If your medication requires refrigeration, our team will call you to schedule the delivery at a time when you will be home. Your medication is packaged with special ice packs and ventilation that can last up to 48 hours. All refrigerated medication is delivered UPS Overnight to ensure the integrity of the medication.

▲ *Do I need to call every 90 days to make sure my prescription is filled and being mailed?*

You have the option of utilizing our Automatic Refill Program. This will push any prescription(s) with remaining refills into process 10 days before they are due to fill.

If you have a prescription that is enrolled on the program, but there are no refills remaining, the system will automatically send a refill renewal request to your doctor. We strongly encourage you to reach out to

your doctor as well to inform them you are out of refills in order to avoid any possible interruptions. Prescriptions for controlled substances are excluded from renewal requests.

You can also utilize our website or automated phone system to call in your prescription(s) up to 21 days in advance to ensure timely delivery of your medications.



PROACT
PHARMACY SERVICES

1226 US Highway 11
Gouverneur, New York 13642
877-635-9545 tel | 315-287-3330 fax
Support@ProActRx.com