



## WellDyneRx Mail Service General Questions and Answers

---

### I. Medication Orders

#### 1. What are the benefits of using the mail order pharmacy?

With mail order you can receive up to a 90-day supply of your medication. This means you'll need fewer refills throughout the year and may save money.

#### 2. How do I get started?

WellDyneRx offers three easy ways to enroll today:

**Online:**

- **Step 1:** Register Online – Register at [www.myWDRX.com](http://www.myWDRX.com) to access online refills and transferred prescriptions. You can also view your mail order history and more.
- **Step 2:** Enroll in Mail Order – Provide us with information such as your mailing address, phone number, and drug allergies.
- **Step 3:** Quick Pay – Provide a credit card number to quickly and conveniently pay for prescriptions
- **Step 4:** Mail your prescriptions to WellDyneRx or have your doctor fax them to 888-830-3608

**Phone:** Our Member Service Representatives are available 24 hours a day, 7 days a week at 866-490-3326.

**Mail:** Complete the mail order form. Mail the enrollment form and valid prescription to WellDyneRx. For refills, complete the reorder form included with your previous shipment.

**Our mailing address is:** WellDyneRx, PO Box 4517, Englewood, CO 80155-4517

***Please note: WellDyneRx will fill medications once received unless noted to hold/profile by the patient or prescriber. Please see: I. Medication Orders #6***

#### 3. How does WellDyneRx receive prescription orders?

You can order your prescription medications by phone, fax, or mail, or through our secure website at [www.myWDRX.com](http://www.myWDRX.com). Please note: WellDyneRx accepts new prescriptions by phone or fax directly from prescribers only; WellDyneRx cannot legally accept called or faxed prescriptions from patients.

You must be enrolled in the program to submit a prescription or refill request.



#### 4. Will WellDyneRx help me get a new prescription from my doctor?

WellDyneRx will help obtain a new prescription(s) as follows:

- **For prescriptions that have never been filled by WellDyneRx** - WellDyneRx will help obtain prescriptions at the member's request. Member will need to provide their doctor's name, phone and fax number, as well as drug name and strength. Members can request assistance with the enrollment form by calling Member Services at 866-490-3326. If the prescription has not been received from the doctor within three business days, WellDyneRx will contact the member to notify them that their prescription has not been received and the member will need to contact their doctor.
- **For prescriptions that have been filled by WellDyneRx before** - WellDyneRx will contact the doctor by fax at the member's request. If WellDyneRx has not received the prescription within three business days, WellDyneRx will contact the member to notify them that their prescription has not been received and the member will need to contact their doctor. WellDyneRx recommends that members always contact their prescriber to avoid additional delays.

#### 5. How long will it take to receive my prescription?

Prescriptions will arrive in 7-10 business days. We recommend that you order your new prescription two to three weeks before you run out of your current supply. By ordering in advance, you can avoid rush delivery changes and shipment delays.

#### 6. Will WellDyneRx automatically fill a new prescription when it is received?

Yes, WellDyneRx will fill a prescription when received, *unless* the member or prescriber makes a note to "hold" the prescription.

#### 7. Will WellDyneRx automatically ship medication refills?

No, WellDyneRx will not automatically ship medication refills. Members can request a refill online at [www.myWDRX.com](http://www.myWDRX.com), or by phone at 866-490-3326.

#### 8. How can a patient request an order for a refill?

- Mail: Complete the reorder request form included with your prescription package.
- Web: Refills can be requested by logging onto [www.myWDRX.com](http://www.myWDRX.com).
- Telephone: Member Service Representatives are available 24 hours a day, 7 days a week at 866-490-3326, select option 5.



### **9. What can I do if I find a discrepancy with my order?**

Please check your order carefully when it arrives. Any errors need to be reported to WellDyneRx within seven days. You can report an error by calling Member Services at 866-490-3326.

## **II. Patient Communication**

### **1. Will WellDyneRx send me a refill reminder?**

WellDyneRx does use outbound communication refill reminders. Members then can request a refill online at [www.myWDRX.com](http://www.myWDRX.com) or call 866-490-3326 and speak with a Member Service Representative. **Please note:** WellDyneRx does not automatically ship medication refills.

### **2. How does WellDyneRx communicate about issues with orders?**

WellDyneRx will contact members to discuss any issues that may arise with their order. Order issues include but are not limited to: claim rejections, eligibility issues, credit card issues and high copay cost.

### **3. Will WellDyneRx contact me before shipping an order if the copay is over a certain amount?**

Yes, members are contacted when a copayment is in excess of \$225 for a prescription. Prescriptions are held until billing is approved.

## **III. Medication Substitution/ Quantity**

### **1. Will WellDyneRx automatically substitute a brand name prescription with a generic when I submit a prescription?**

Yes, WellDyneRx will dispense a generic medication when there is a generic equivalent available unless otherwise noted by the prescriber or member, or restricted by federal or state law. Since the brand name product may be subject to a higher copayment (as specified by individual health plans), it is recommended that the member contact their benefit plan for copay pricing prior to placing a medication order.

### **2. What are generic medications?**

Generic medications by law must contain the same active ingredients (the special chemical ingredient that makes the medications work) and be equivalent in strength and dosage to the original brand name product. All generic equivalents of brand name pharmaceuticals must be approved for sale by the U.S. Food and Drug Administration



(FDA). By choosing a generic medication instead of purchasing the brand name medication, you can typically save a significant amount of money.

**3. Will WellDyneRx change the dose of a prescription?**

No, WellDyneRx cannot legally change the medication type, dose, quantity or number of refills. The medication must be filled as noted on the prescription.

**4. Will WellDyneRx change the day's supply of a prescription?**

No. WellDyneRx will dispense the days supply as written by the prescriber. Please review your prescription while at your physician's office including the drug name, quantity and days supply. The days supply should match the number of days you would like filled up to the maximum days allowed by the plan.

## IV. Shipping

**1. How are medications shipped?**

Medications are shipped by the United States Postal Service (USPS) unless a different shipping method is required.

**2. Does WellDyneRx offer expedited delivery?**

Yes. WellDyneRx offers expedited delivery of prescription orders at an additional cost, paid by the member. Shipping options include USPS priority mail, UPS second day, and UPS next day shipping. UPS delivery requires a physical shipping address and will not ship to PO Boxes.

**3. How does WellDyneRx ship medications that must be refrigerated or must be sent by expedited delivery? Is there an additional cost for these services?**

WellDyneRx ships all medications according to the manufacturer at no additional cost. Controlled substances or medications that are unusually expensive may be shipped with additional carrier services at no additional charge. Medications that require refrigeration are shipped on ice at no additional charge.

## V. Payment

**1. What forms of payment are accepted at WellDyneRx?**

WellDyneRx accepts VISA, MasterCard, American Express, Discover, check, check by phone, or money order as approved forms of payment. To avoid possible delays in shipping for unpaid balances on an account, patients are encouraged to provide a credit card for all charges.



Credit card placed by patient on their account will not be automatically charged unless patient authorizes all orders to be charged to it. If it is not authorized for every order, order will stop and member will be contacted for permission to place charge on card.

**2. Does WellDyneRx have a Credit Limit?**

All orders in excess of \$80 credit limit require payment prior to shipment. Order will stop, patient will be contacted for payment prior to shipment.

**3. Does WellDyneRx ever implement Pre-Pay?**

Payment is due upon receipt, accounts with balances left unpaid for more than 120 days will be placed on a pre-pay status. Meaning all orders even if they are under the \$80 credit limit will require payment prior to shipment.

## **VI. General Dispensing**

**1. Do you provide compounding services at mail service?**

WellDyneRx mail service pharmacy does not provide compounding services.

**2. Does WellDyneRx fill over the counter (OTC) medications?**

Yes, WellDyneRx will fill OTC medications, if covered by the benefit plan and including a written prescription.

**3. Does WellDyneRx mail service pharmacy dispense specialty drug products?**

No, the WellDyneRx mail order pharmacy does not dispense specialty drugs. However, specialty drug products are available through US Specialty Care. Contact Member Services at 866-490-3326 for more information on your designated specialty pharmacy.