

Mail Order Pharmacy

Our Mail Order Pharmacy offers free delivery of medications to a convenient place – home, work, or doctor’s office. We recommend this service if you take a medication on an ongoing basis. Here’s what you need to know to use the service.

Registering: Get started by registering for our Mail Order Pharmacy using the Member Portal. You’ll need to provide insurance, contact, payment and health information for you and your covered dependents.

- **Online:** For 24/7 access to your benefit and prescription information, register at www.WellDyne.com. Click “For Members” and then “Register Now.”
- **By Mail:** Complete the Mail Order Pharmacy Registration Form and mail it to WellDyne.*

Sending Prescriptions: Your doctor must write your prescription for a 90-day supply (or the number of days your plan allows for mail service). There may be limitations on some medications, such as controlled medications, due to state and federal laws. Prescriptions are processed and shipped to the default shipping address upon receipt. When you are ready for your script to be filled, send your prescriptions to WellDyne:

- **Electronically:** This is the quickest way to fill your prescription. Ask your doctor to electronically send your prescription to WellDyne Mail Order Pharmacy.
- **By Fax:** 1-888-830-3608 or 1-877-221-1259. Only prescribers may fax prescriptions to a pharmacy.
- **By Mail:** Write your Member ID and patient’s date of birth on the prescriptions, and mail to WellDyne.*

Ordering Refills: WellDyne offers several easy ways to order your prescriptions. We will send a reminder when it’s time to refill your prescription. The best time to order refills is when you have a 14-day supply of your medicine left.

- **Online:** Order refills at www.WellDyne.com.
- **By Mail:** Mail original prescriptions with Member ID and patient’s date of birth to WellDyne.*
- **By Phone:** Order through the WellDyne automated phone system by calling the Member Services phone number on your ID Card, press 2 and follow the prompts for mail order information. To access your account, you will be prompted to enter your date of birth, zip code and phone number.

Payment: Payment is required with every prescription order. WellDyne accepts Visa, MasterCard, American Express, Discover, check, check by phone, or money order. We also accept payment cards for flexible spending and health savings accounts. Once you have registered, you can add or update your payment cards online or through our automated phone system.

Medication Preferences: WellDyne substitutes FDA-approved generic equivalent drugs for any brand name medications ordered, if available and permitted by your doctor. A generic drug is a variation of a brand name that has the same effectiveness, quality, safety, and strength, as confirmed by the FDA. If you prefer to receive only brand medications and pay the additional cost, please contact Member Services by calling the number shown on your member ID card.

Prescription Order Status: Check the status of your prescription order online or through the WellDyne automated phone system. We also provide email alerts to track the status of your prescription orders. We will provide order information, refill reminders, and shipment notifications via phone and email.

Member Services: Member Services representatives are available 24/7/365 to answer questions about prescription orders. Pharmacists are available for consultation 24 hours a day, 7 days a week for questions, including how to take your medication, what to do if you miss a dose, side effects or drug interactions. For medical emergencies, please call 911.

By Phone: For questions, please contact WellDyne Member Services at the number listed on your ID card.
TTY: 1-800-900-6570.

***Mailing Address:**
WellDyne
P.O. Box 90369
Lakeland, FL 33804

For questions about your pharmacy benefits, visit our member portal at www.WellDyne.com and click “For Members.” Or call Member Services at the number listed on your ID card.