

## Frequently Asked Questions About Mail Order



**Q. How can members get started with Mail Order?**

*A. Members can call the Mail Order Customer Service Department at 1-888-356-6656 Monday through Friday 8:00am until 6:00pm CST, Saturday 8:00am until 4:00pm CST. Our Customer Service Representatives will assist new customers in getting started. Or, mail your new written prescription in the self-addressed HealthPartners Mail Order envelope with completed forms.*

**Q. How long does it take to receive an order?**

*A. From the time the order is received, your prescription will be filled within one to three business days.*

**Q. How are Mail Order Prescriptions shipped?**

*A. Mail Order Prescriptions are routinely shipped via first class U.S. Postal Service.*

**Q. What forms of payment are accepted?**

*A. MasterCard, Visa, Discover, or American Express are preferred for member/patient convenience, as co-payments and prices can vary. Payment is required prior to shipping. Checks are accepted for the amount of the order, but the exact amount for a check may be difficult to predict.*

**Q. What if medications are needed before an order arrives in the mail?**

*A. HealthPartners Clinic Pharmacies can dispense a 30-day supply. Pharmacy staff will work with Pharmacy Administration Customer Service to get a phone authorization for a duplicate therapy override.*

**Q. Are there any savings to using the Mail Order Pharmacy?**

*A. Many HealthPartners members have a benefit allowing patients to receive a 3-month supply for 2 co-pays. Others without the mail order benefit receive prescriptions mailed to their home without a delivery charge and obtaining a 3-month supply is more economical than three separate monthly purchases.*

**Q. How do members find out if they have a Mail Order benefit?**

*A. All benefit questions should be directed to HealthPartners Member Services at 952-883-5000 or 1-800-883-2177.*

**Q. Is there any added cost to use Mail Order?**

A. *No, there is no additional charge for postage or handling.*

**Q. Can items requiring refrigeration be ordered through HealthPartners Mail Order Pharmacy?**

A. *Yes. These items are shipped in insulated packaging on ice through UPS.*

**Q. Can prescriptions be transferred from another pharmacy--either from a HealthPartners clinic or an outside pharmacy?**

A. *Yes, members can call the Mail Order Pharmacy directly with the prescription numbers they wish to transfer, the pharmacy to contact, payment and insurance information, allergies, mailing address, and other information.*

**Q. How do members get refills of Mail Order Pharmacy prescriptions?**

A. *Refills may be ordered on our Automated Refill line, 24 hours a day, 7 days a week, by calling 1-800-591-0011 and using a credit card. Refills also may be ordered by mailing an order form or calling customer service directly. If no refills are available, the mail order pharmacy will contact the provider for authorization. Refills can also be ordered online through the HealthPartners web site.*

**Q. Do physicians need to write two prescriptions for members/patients--1 for a 30-day supply and 1 for a 90-day supply?**

A. *No--in most cases. Many of our patients have a supply of medication and wish for their next refill to be mailed. With advance notice (there is a three to five day processing time), the mail order pharmacy is able to transfer prescriptions for many of our patients without 2 prescriptions being written.*

**Q. Can a provider call a prescription directly to the Mail Order Pharmacy?**

A. *In order to fill a mail order prescription, payment and insurance information, address verification, medication allergies, and other information are required. The most efficient way to obtain this information is to have the patient mail the new prescription with a completed Mail Order form. New prescriptions should be given to the patient in order for them to mail them with the other information.*

**Q. For refills, does a provider have to write a new prescription each time a refill authorization is needed?**

A. *No--the Mail Order Pharmacy contacts providers for refill authorizations for our members/patients.*