

Advocate Aurora Health Mail Order Pharmacy

How to transfer Maintenance Prescriptions to the Mail Order Pharmacy

Save time and money by using Advocate Aurora Health's Mail Order Pharmacy.

Get your maintenance prescriptions mailed to your home address or preferred address automatically – it's easier than ever, and the delivery is free. Medications you take on a regular basis can be considered maintenance medications and are used to treat chronic or long-term conditions. These conditions usually require regular, daily use of medicines. Examples include medications to treat high blood pressure, diabetes, heart disease, high cholesterol and asthma.

Getting started is easy

If your prescription has been written by an Advocate Aurora Health Provider

Option 1: Request a new prescription via the [LiveWell](#) app or website. In LiveWell (MyChart), select **Medications > Request refills**. Choose the maintenance prescriptions to refill and click/tap the blue "Next" button. Choose **"Deliver by mail" as the Delivery Method** (the Advocate Aurora Mail Order Pharmacy will be automatically selected). Ship to your **Home address or Other shipping address**. Prescriptions will show via the medication profile in [LiveWell](#) 14 days after the request has been submitted. You will receive a notification via email or text message when your prescription is being filled and prior to shipment.

Option 2: Ask your provider to send your prescriptions electronically. The provider can look up the Advocate Aurora Health Mail Order Pharmacy using the NPI number 1497063895. They can also send the prescription by fax to 262-253-3001. Prescriptions will show via the medication profile on the [LiveWell](#) app 14 days after the request has been submitted. You will receive a phone call from the Advocate Aurora Health Mail Order Pharmacy if you have not filled a prescription previously with the Advocate Aurora Health Mail Order Pharmacy or if there are other questions. You will receive a notification via email or text message when your prescription is being filled and prior to shipment.

If your prescription has been written by a non-Advocate Aurora Health Provider

Ask your provider to send your prescriptions electronically. The provider can look up the Advocate Aurora Health Mail Order Pharmacy using the NPI number 1497063895. They can also send the prescription by fax to 262-253-3001.

It can take up to 14 days for your request to be processed. You will receive a phone call from the Advocate Aurora Health Mail Order Pharmacy if you have not filled a prescription previously with the Advocate Aurora Health Mail Order Pharmacy or if there are other questions. You will receive a notification via email or text message when your prescription is being filled and prior to shipment.

Important! Plan participants are allowed (2) 30-day "grace fills" at their current retail pharmacy.

Questions?

Prescription Drug Plan / Non-Specialty Non-Maintenance Medications

MedImpact 888-495-3299

Maintenance Medications

Mail Order Pharmacy 877-409-0148

Specialty Medications

Specialty Pharmacy 844-820-5600

The following medication categories are excluded from the mandatory mail order program and may continue to be filled at your current pharmacy:

- All Controlled Substances (Ex: Narcotics, Benzodiazepines, Stimulants, etc.)
- Antidepressants
- Narcotic Withdrawal Therapy
- Most Antibiotics
- Short Acting Inhalers
- Antirejection/Transplant/HIV Meds
- Warfarin

Advocate Aurora Health Mail Order Pharmacy is the exclusive mail order pharmacy for the Prescription Drug Plan offered under Advocate Aurora Health Medical Plans. Mail-order delivery is available to Arizona, Florida, Illinois, Indiana, Michigan, Minnesota and Wisconsin. If you live outside these states, beginning Jan. 1, 2023, enroll with MedImpact's Mail Order Pharmacy, Birdi for your mandatory mail order medications. Call MedImpact at 888-495-3299 for details.