



Mail Order Pharmacy

FAQ

March 2023

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

Get your maintenance prescriptions mailed to your home automatically – it's easier than ever, and the delivery is free.

Convenience	Savings	Safety
Get deliveries of up to 90-day maintenance medications delivered direct to your door. We follow strict standards for packaging and shipping to keep your medications safe and secure.	Filling your maintenance medications by mail order saves you time and money. Receive a discount on co-pays for up to 90-day prescriptions. Plus, shipping is always free.	By filling all your maintenance medications with the Advocate Aurora Mail Order Pharmacy, our pharmacists can perform more complete safety checks to ensure your medications are the best choice for you.

What are maintenance medications?

Any medication that you take on a regular basis (daily, weekly, monthly, etc.) can be considered a maintenance medication. These medications are typically used to treat chronic conditions such as heart disease, high blood pressure, high cholesterol, diabetes, and asthma.

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

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

What is the Advocate Aurora Health Mail Order Pharmacy?

Advocate Aurora Health's Mail Order Pharmacy offers prescription medication delivered to your preferred address. The pharmacy offers the most convenient,

cost-effective and safe way possible for you to receive maintenance medications used to treat chronic conditions.

What's the difference between using a retail pharmacy for my maintenance medications and the Advocate Aurora Health Mail Order Pharmacy?

Advocate Aurora's Mail Order Pharmacy offers the same kind of service as a retail pharmacy with the advantage of getting your prescriptions delivered free to your home or preferred location. You can skip the commute to a pharmacy, avoid waiting in line, and receive medications delivered directly to you. Advocate Aurora's Mail Order Pharmacy has a team of licensed pharmacists and trained professionals who are committed to helping you reach your best possible health.

Will I save money for my maintenance medications if I use the Advocate Aurora Health Mail Order Pharmacy?

You can receive a discount on your co-pay by ordering a up to a 90-day supply of maintenance medications—you will pay 2.5 times the co-pay versus three times and shipping is free of charge. If you currently have a 30-day prescription the pharmacy team can work with your provider to get the prescription changed to a 90-day supply when appropriate.

How do I start using the Advocate Aurora Health Mail Order Pharmacy?

1. To enroll maintenance medications in AAH Mail Order Pharmacy: You will need your insurance and payment information.

Option 1: Visit the LiveWell app

Option 2: Go to aurorapharmacy.org/mail

Scroll to bottom of page and click: Enroll in mail order pharmacy

2. Submit your prescription.

If your prescription has been written by an Advocate or Aurora provider:

- Request a new prescription via the LiveWell app. In MyChart select Medications > Deliver By Mail > Aurora Mail Order > Ship to your home address or an alternative shipping address

If your prescription has been written by non-Advocate or Aurora provider or you don't see your prescription in your LiveWell app:

- Ask your provider to send your prescriptions electronically to Aurora Health Mail Order Pharmacy using NPI number 1497063895
- Prescription can also be sent by fax to 262-253-3001

Once all steps have been completed, please allow 14 days for the request to process, as well as appear in LiveWell app if enrolled. You will receive a notification via email or text message when your prescription is being filled. To help minimize

processing delays, you can contact your provider to request a new prescription for your medication be sent to the Advocate Aurora Mail Order Pharmacy. In the meantime, we encourage you to use your grace fill and refill your existing prescription at your current local pharmacy for a 30-day supply.

Plan participants are reminded that they are allowed (2) 30-day “grace fills” at their current retail pharmacy.

Will my maintenance medications automatically be refilled?

Most patients enroll in the auto-refill service, so they don’t have to order their refills in the future. Our auto-refill program automatically fills your ongoing maintenance prescriptions each month. About a week before you run out, the pharmacy will refill the medication and send it to your preferred address. You will receive a phone call from the pharmacy once your refill is ready to be shipped out.

When you’re out of refills, we’ll contact your doctor through our Auto-Request program, to help avoid any interruptions to your treatment plan.

You can sign up for the auto-refill program online or by phone at 877-409-0148. Contact the pharmacy at 877-409-0148 for any questions about this program.

If you prefer to request your refills of maintenance medications directly, contact the pharmacy and they will indicate in your file to only mail items on your request. You can request refills through the [LiveWell app](#), [myAdvocateAurora](#) website, email to pharmacy@aah.org or by calling 877-409-0148.

What states does the Advocate Aurora Health Mail Order Pharmacy ship to?

At this time, Advocate Aurora Health’s Mail Order Pharmacy is licensed to mail prescriptions to Illinois, Indiana, Michigan, Wisconsin, Minnesota, Florida and Arizona.

How do I get my maintenance medications if I don’t live in a state where I can receive deliveries from the Advocate Aurora Health Mail Order Pharmacy?

Team members *and* their dependents who live outside the states where the Advocate Aurora Health Mail Order Pharmacy is licensed must use MedImpact’s direct mail order pharmacy called Birdi™. You can register for Birdi online at medimpact.com or with the MedImpact mobile app. Learn more about Birdi [here](#).

If you reside in a state where the Advocate Aurora Health Mail Order Pharmacy is licensed *but* your covered dependent resides **outside** one of these states, he/she will be exempt from the program and be able to continue filling their scripts at one of MedImpact’s participating local pharmacies or choose to fill their maintenance scripts at a local Walgreens location, saving them time and money. Please make sure that your dependent’s address is correct by checking with the Benefits Service Center at 800-775-4784.

Note that Birdi cannot deliver to participants who live in the state of Mississippi. These participants will be exempt from the program and be able to continue filling their scripts at one of MedImpact's participating local pharmacies or choose to fill their maintenance scripts at a local Walgreens location, saving them time and money.

How long will it take to get my maintenance medications filled after enrolling in the Advocate Aurora Mail Order service?

It typically takes 10 business days for prescriptions to be delivered once a new prescription order from your medical provider is received by the pharmacy. Participants can expect subsequent refills to be complete 8 business days ahead of their due date.

What should I do if I am out of refills and need a maintenance medication?

If you have not enrolled in Advocate Aurora Health's Mail Order service and need your refill within two weeks, work with your retail pharmacy to obtain a new prescription and fill a grace fill (two grace fills are allowed at a retail pharmacy per insurance benefits). Then complete your Mail Order service enrollment for future refills.

If you are a currently enrolled in Advocate Aurora Health's Mail Order service, about two weeks before you run out of a maintenance medication with no refills remaining, the pharmacy will contact your provider for a refill. If your provider denies the request or does not respond, a pharmacy team member will contact you to keep you updated.

How do I pay for my maintenance medications?

You can use a credit card, debit card or your FSA card. Card information is securely stored and only used after a prescription is billed through the Prescription Drug Plan. You are never charged for anything other than your co-pay. Advocate Aurora's Mail Order Pharmacy does not charge for shipping, processing or convenience fees.

How will I know if my prescription for maintenance medication is being shipped?

If you use the [LiveWell app](#), the system will generate notifications for you as your prescription is processed. You will be automatically called the morning after the prescription has shipped, but you can opt out of this notification service. If you prefer to receive notification via text, contact the pharmacy and your profile can be changed to receive text notifications.

What steps does the Mail Order Pharmacy take to ensure my medications get delivered to me?

The Advocate Aurora Health Mail Order Pharmacy follows strict standards for packaging and shipping to keep your medications safe and secure. Medications are

shipped in unmarked packages to protect privacy and enhance security. Like most mail order pharmacies, the Advocate Aurora Health Mail Order Pharmacy uses the U.S. Postal Services* for deliveries. For emergencies or for refrigerated medications that need to be delivered the next day, FedEx* is used.

Medications can be shipped to any address of the patient's choice (home, friend/family member, work, USPS mailbox) within our licensed delivery states (IL, IN, MI, WI, MN, FL and AZ).

You will be automatically notified via your preferred method ([LiveWell app](#), text message, or call) when your prescription is filled. You can update your preferred method or get an update on your order by contacting the Mail Order Pharmacy by phone at 877-409-0148, Monday – Friday, 8 a.m. to 6 p.m. and Saturday, 9 a.m. to 1 p.m.

*U.S. Postal Service offers an Informed Delivery service that allows you to preview packages that will arrive at your home; you can sign up for this free service [here](#). FedEx offers a similar service, FedEx Deliverer manager; you can sign up for free [here](#).

What if I need my maintenance medication right away?

If you are currently enrolled in Advocate Aurora Health's Mail Order service call the Advocate Aurora Mail Order Pharmacy at 877-409-0148, Monday – Friday, 8 a.m. to 6 p.m. and Saturday, 9 a.m. to 1 p.m.; they can offer next day delivery in most situations. In immediate need or emergency situations, the Advocate Aurora Pharmacy Mail Order team can work with your local pharmacy to get the medication to you that day. After taking care of your immediate prescription need, the prescription can then be transferred back to the Advocate Aurora Mail Order Pharmacy.

Alternatively, and for participants not enrolled in Advocate Aurora Health's Mail Order service, you can request two prescriptions from your prescriber: one for an initial short-term supply (e.g., 30-day supply or the amount allowed by your plan) that your local pharmacy can fill immediately and one for a 90-day supply with three refills (or the maximum amount allowed by your plan) to submit to Advocate Aurora's Mail Order Pharmacy.

Can I have my pet's prescription filled by the Advocate Aurora Health Mail Order Pharmacy?

Yes. Advocate Aurora's Mail Order Pharmacy can also fill prescriptions for your pet and mail the medication to your preferred address free of charge. You can also pick up prescription medications for your pets at Aurora Retail Pharmacy locations in Wisconsin. Be sure to ask about the pet discount program to see if additional savings are available!