

# General Mail Order Pharmacy

Frequently asked questions about AAH Mail Order Pharmacy

## What are maintenance medications?

Any medication you take on a regular basis 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. Birth control pills are also considered maintenance medications.

## What is the AAH Mail Order Pharmacy?

Our mail order pharmacy offers prescription medication delivered to your home or preferred address. The pharmacy is a convenient, cost-effective and safe way 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 mail order pharmacy?

Our 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 address. You can skip the trip to a pharmacy, avoid waiting in line, and get your medications delivered directly to you. The mail order pharmacy has a team of licensed pharmacists and trained professionals who are committed to helping you reach your best possible health.

# How do I start using the mail order pharmacy?

To get your maintenance medications in the mail, you'll need your prescription insurance and payment information.

## 1. First, enroll in the mail order delivery program

You'll need your prescription insurance and payment information to sign up with AAH Mail Order Pharmacy. Visit [aurorapharmacy.org/mail](http://aurorapharmacy.org/mail) to sign up for mail order delivery.

## 2. Then, transfer your prescriptions

Sign in to LiveWell or call your doctor to switch your maintenance medications to mail order delivery.

**If your prescription has been written by an Advocate or Aurora provider,** request a new prescription via the LiveWell app or website.

1. In **My Chart**, select **Medications**.
2. Select **Request refills** and choose the prescriptions you'd like to get in the mail. Select **Next**.
3. Choose **Deliver By Mail** as the Delivery Method for each prescription. The Advocate Aurora Health Mail Order Pharmacy will be automatically selected.
4. Select or enter your preferred shipping address, then select **Next**.
5. Review the information shown and select **Submit**.

**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 Advocate Aurora Health Mail Order Pharmacy using NPI number 1497063895. Prescriptions can also be sent by fax to 262-253-3001.

Once all steps have been completed, please allow 14 days for us to process your request. You'll receive a notification via email or text message when your prescription is being filled and before it ships.

## **Will my maintenance medications automatically be refilled?**

Our auto-refill program automatically fills your ongoing maintenance prescriptions each month. About a week before your medication runs out, the pharmacy will refill it and send it to your preferred address. You'll receive a phone call from the pharmacy once your refill is ready to ship. If you use LiveWell, you can also update your settings to be notified when your prescriptions are filled. To protect your privacy, your prescriptions will be sent in plain, discrete packaging. When you're out of refills, we'll reach out to your doctor through our auto-refill program to help avoid any interruptions to your treatment plan. You can change your auto-refill preferences at any time by calling the pharmacy at 877-409-0148.

Most patients enroll in the auto-refill program so they don't have to order their refills in the future. Sign up for the auto-refill program at [aurorapharmacy.org/mail](http://aurorapharmacy.org/mail) or by phone at 877-409-0148.

If you prefer to request your refills of maintenance medications directly, contact the pharmacy and they'll make note to only mail items on your request. You can request refills in LiveWell.

## **What states does the mail order pharmacy ship to?**

Currently the Advocate Aurora Health Mail Order Pharmacy is licensed to mail prescriptions to all states EXCEPT: Arkansas, California, Connecticut, Nevada, Utah and Virginia, as well as the District of Columbia. Please note that controlled substances – drugs such as opioids or stimulants that are subject to government regulation – can only be shipped to Wisconsin and Illinois at this time.

## Can I fill my controlled substance medication prescriptions through the mail order pharmacy?

The mail order pharmacy can only provide controlled substances – drugs such as opioids or stimulants that are subject to government regulation – to patients with shipping addresses in Illinois or Wisconsin. We're unable to ship controlled substances to other states at this time. Please note, you must be over the age of 18 to sign for the medication.

## How long will it take to get my maintenance medications filled after enrolling in the mail order delivery program?

It typically takes 10 business days for prescriptions to be delivered once we receive a new prescription order from your provider. You can expect refills to be completed eight business days ahead of their due date.

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

- **If you haven't enrolled in mail order delivery program** and need your refill within two weeks, work with your retail pharmacy to obtain a new prescription and fill a grace fill (two 30-day grace fills are allowed at a retail pharmacy per insurance benefits). Then, enroll in the mail order delivery program for future refills.
- **If you're currently enrolled in our mail order delivery program**, we'll reach out to your doctor about two weeks before you run out of a maintenance medication to help avoid any interruptions to your treatment plan. If your provider denies the request or doesn't respond, a pharmacy team member will contact you to keep you updated.

## **How do I pay for my mail order maintenance medications?**

We accept credit cards, debit cards and FSA cards, and your payment is only processed after your prescription is billed through your prescription insurance plan. You're only charged the amount you're responsible for, and we don't charge shipping, processing or convenience fees.

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

If you have a [LiveWell account](#), you'll be notified when your prescription is filled. You'll also receive an automatic call the morning after the prescription ships, but you can opt out of this notification service. If you prefer to get text notifications, reach out to the pharmacy and we'll opt you in to receive text notifications.

## **What steps does the mail order pharmacy take to ensure my medications get delivered to me?**

The 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, we use the U.S. Postal Service\* for deliveries. For emergencies or for refrigerated medications that need to be delivered the next day, we use FedEx.\*

Medications can be shipped to any address of the patient's choice in our licensed delivery states. We can mail prescriptions to all states EXCEPT: Arkansas, California, Connecticut, Nevada, Utah and Virginia, as well as the District of Columbia.



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You'll be automatically notified via your preferred method ([LiveWell](#), text message or phone call) when your prescription is filled. You can update your preference or get an update on your order by calling the mail order pharmacy at 877-409-0148 from 8 a.m.-6 p.m. Monday through Friday and 9 a.m.-1 p.m. Saturday.

\*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're currently enrolled in the mail order delivery program, call the pharmacy at 877-409-0148, from 8 a.m.-6 p.m. Monday through Friday and 9 a.m.-1 p.m. Saturday. In immediate need or emergency situations, the pharmacy 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 mail order pharmacy.

If you're not enrolled in the mail order delivery program, you can request two prescriptions from your doctor: one for an initial short-term supply (e.g., a 30-day supply or the amount allowed by your plan) 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 the mail order pharmacy.

## **Can I have my pet's prescription filled by the mail order pharmacy?**

Yes, we can also fill prescriptions for your pet and mail the medication to your preferred address for free. You can also pick up prescription medications for your pets at Aurora Pharmacy retail locations in Wisconsin. Ask about the pet discount program to see if additional savings are available.