



Mail Order Pharmacy

Important Information for Teammates and Dependents Enrolled in an Advocate Aurora Health Medical Plan

FAQ July 2025

Optum Rx manages the prescription drug benefits for Advocate Health Care and Aurora Health Care teammates and dependents who are enrolled in the Advocate Aurora Health Medical Plan.

Teammates and covered dependents enrolled in the medical plan are required to fill their prescriptions for maintenance medications through a mail order pharmacy, either the Advocate Aurora Health Mail Order Pharmacy or the Optum Home Delivery Pharmacy. The mail order pharmacy which fills your prescription will be based on the state in which you reside. Read on for further details.

Save time and money by using the Advocate Aurora Health Mail Order Pharmacy or Optum Home Delivery Pharmacy (dependent upon the state in which you reside).

Get your maintenance medications 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 directly to your door. Strict standards for packaging and shipping to keep your medications safe and secure are followed.	Filling your maintenance medications by mail order saves you time and money. Receive a discount on co-pays/coinsurance for up to 90-day prescriptions. Plus, shipping is always free.	By filling all your maintenance medications with the same mail order pharmacy, 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 mandatory mail order program and may continue to be filled at your current retail pharmacy:

- All controlled substances (e.g., narcotics, benzodiazepines, stimulants, etc.)
- Antidepressants
- Antipsychotics
- Narcotic withdrawal therapy
- Most antibiotics
- Short acting inhalers
- Antirejection/transplant/HIV medications
- Warfarin

Why use a mail order pharmacy? What is the difference between using a mail order pharmacy and a retail pharmacy for my maintenance medications?

Mail order pharmacies offer the most convenient, cost-effective and safest way possible for you to receive maintenance medications used to treat chronic conditions. They offer the same kind of service as a retail pharmacy with the advantage of getting your prescriptions delivered free to your home or preferred location. Mail order pharmacies have a team of licensed pharmacists and trained professionals who are committed to helping you reach your best possible health. You can skip the commute to a pharmacy and avoid waiting in line, getting your medications delivered directly to you.

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

You can receive a discount on your co-pay by ordering up to a 90-day supply of maintenance medications—you will pay 2.5 times the co-pay/coinsurance versus three times and shipping is free. 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.

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

Currently the Advocate Aurora Health Mail Order Pharmacy is licensed to mail prescriptions to all states **except**: Arkansas, California, and the District of Columbia. Controlled substance medications can only be shipped to Illinois and Wisconsin.

How do I start using the Advocate Aurora Health Mail Order Pharmacy (for those who reside in states this pharmacy is licensed)?

To get your maintenance medications in the mail, take the following steps.

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

- You will need your prescription insurance and payment information to sign up with the Advocate Aurora Health Mail Order Pharmacy. Visit aurorapharmacy.org/mail to get started.

2. Second, transfer your prescriptions.

- Sign in to LiveWell or call your doctor to switch your maintenance medications to mail order delivery (see below for further details).

- *If your prescription has been written by an Advocate or Aurora provider, or a provider who uses MyChart, request a new prescription via the LiveWell app or website (<https://www.livewellaah.org>):*
 - In **My Chart**, select **Medications**.
 - Select **Request refills** and choose the prescription you'd like to get in the mail. Select **Next**.
 - Choose **Deliver By Mail** as the Delivery Method for each prescription. The Advocate Aurora Health Mail Order Pharmacy will be automatically selected.
 - Select or enter your preferred shipping address, then select **Next**.
 - Review the information shown and select **Submit**.
- *If your prescription has been written by non-Advocate or non-Aurora provider, or you don't see your prescription in your LiveWell app:*
 - Ask your provider to send your prescriptions electronically to the Advocate Aurora Health Mail Order Pharmacy NPI number 1497063895
 - Prescriptions can also be sent by fax to 262-253-3001

Once all steps are complete, please allow 14 days for the request to process. You will receive a notification via email or text message when your prescription is being filled and before it ships.

How do I start using Optum's Home Delivery Pharmacy (if I reside in a state the Advocate Aurora Health Mail Order Pharmacy isn't yet licensed in)?

You may register for mail order pharmacy services via your member portal at optumrx.com once you are registered on the website. You may also call Optum Rx at 800-665-2356. You may enroll in auto-refills on this site as well.

Will my maintenance medications automatically be refilled by the Advocate Aurora Health Mail Order Pharmacy?

Teammates and covered dependents must enroll online in the auto-refill program if they want their maintenance medications to be automatically refilled. Enrolling in auto-refill ensures you don't have to worry about refilling your order in the future. Here's how it works:

- About a week before your supply runs out, the pharmacy will refill the medication and send it to your preferred address.
- The pharmacy will call you when your refill is ready to ship.
- 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.

Contact the pharmacy at 877-409-0148 for any questions about the auto-refill program, including how to change your auto-refill preferences at any time.

To protect your privacy, your prescriptions will be sent in plain, discrete packaging with no indication it contains prescription medications.

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 or the [myAdvocateAurora](#) website.

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?

Teammates or their covered dependents who live outside the states where the Advocate Aurora Health Mail Order Pharmacy is licensed must use Optum's Home Delivery service. Log in to [optumrx.com](#) to learn more and enroll. Note: Please make sure your dependent's address is correct by checking with the Benefits Service Center at 800-775-4784.

How long will it take to get my maintenance medications filled after enrolling in a mail order pharmacy service?

It typically takes 10 business days for prescriptions to be delivered once the pharmacy receives a new prescription order from your medical provider. You can expect subsequent refills to be completed eight business days ahead of their due date if you are enrolled in auto-refill.

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

- **If you have not enrolled in a mail order pharmacy service** and need your refill within two weeks, work with your mail order pharmacy for a one-time exception to fill at a local retail pharmacy while you are set-up for future fills through mail order. One grace fill is allowed at a retail pharmacy for new prescriptions.
- **If you are currently enrolled with a mail order pharmacy service**, the pharmacy will contact your provider for a refill about two weeks before you run out of your maintenance medication if enrolled in auto-refill. If your provider denies the request or does not respond, and you are filling your medication with the Advocate Aurora Health Mail Order Pharmacy, a pharmacy teammate 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 Health Care Flexible Spending Account (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 the amount you are responsible for. The Advocate Aurora Health Mail Order Pharmacy and Optum Home Delivery does not charge for standard shipping, processing or convenience fees.

How will I know if my prescription for a 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. If you prefer to receive notification via text, contact the pharmacy and your profile can be changed to receive text notifications. You can update your preferred method, opt out of the notification service, or get an update on your order by contacting the Advocate Aurora Health 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.

You can sign-up for email or text alerts if using Optum Home Delivery. You can also check your account for status updates on optumrx.com.

What steps do the mail order pharmacies take to ensure my medications get delivered to me?

The mail order pharmacies follow 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. The mail order pharmacies use The U.S. Postal Services* for deliveries. For emergencies or for refrigerated medications that need to be delivered the next day, FedEx* may be used.

*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 enrolled in the Advocate Aurora Health Mail Order Pharmacy service:** Call the Advocate Aurora Health 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. In immediate need or emergency situations, the pharmacy team can work with your local pharmacy to get the medication to you that day. The prescription can then be transferred back to the Advocate Aurora Health Mail Order Pharmacy.
- **If you are enrolled in Optum Home Delivery:** Contact Optum Rx directly at 800-665-2356 for assistance. Standard and urgent shipping is available. There is no charge for standard shipping. Urgent shipping does cost the member extra, depending on the day of the week selected for delivery. Sunday and holiday delivery is not an option.
- **Alternatively, for participants not enrolled in a mail order pharmacy service:** Request two prescriptions from your prescriber: one for an initial short-term supply (e.g., 30-day supply or the amount allowed by the Prescription Drug Plan) that your local pharmacy can fill immediately and one for a 90-day supply with three refills (or the maximum amount allowed by the Prescription Drug Plan) to submit to the mail order pharmacy that will serve you based on the state in which you reside.

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

Yes, but due to regulatory restrictions, the Advocate Aurora Health Mail Order Pharmacy can only fill prescriptions for patients with either an IL or WI shipping address. You must be over the age of 18 years old to sign for the medication.

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

Yes. The Advocate Aurora Health Mail Order Pharmacy 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 Advocate or Aurora retail pharmacy locations in Illinois and Wisconsin. Be sure to ask about the pet discount program to see if additional savings are available!