



Town of Cary

[Medco By Mail](#)

What is Medco By Mail?

Our industry-leading mail-order pharmacy, Medco By Mail, is one of the largest in the United States. By filling your long-term medications through Medco By Mail, you can receive up to a 90-day supply—often at a lower cost than at a retail pharmacy. You save on gas because your medications are delivered right to you. And standard shipping is free.

Why use Medco By Mail?

- Savings
 - You may pay less compared with the cost of purchasing at a retail pharmacy.
 - Standard shipping is always free (save gas by not driving).
 - It helps keep your drug benefit affordable.
- Convenience
 - You can receive up to a <<90-day supply>> <<30-day supply>> through a local retail pharmacy, which saves on trips to the pharmacy. (Refer to the Quick Reference Guide chart for the plan's days' supply allowance.)
- Safety
 - Each time you use your prescription drug benefit, the medication or medical supply that you purchase is added to Medco's database. If you're prescribed a medication that could cause an adverse reaction with other medications you're already taking, a Medco pharmacist will alert your doctor to any problems and discuss safer, alternative therapies.

What is the difference between long-term and short-term medications?

Long-term medications are those taken on an ongoing basis, such as to treat high blood pressure or high cholesterol. Short-term medications include antibiotics and other medications that you take for a short period of time.

When should I use retail pharmacies?

Use a retail pharmacy for medications that you take on a short-term basis, such as antibiotics. You'll pay your retail pharmacy co-payment/coinsurance.

Can I count on the quality of Medco By Mail medications?

You can always count on the quality of the medications that you receive through Medco By Mail. They are the same medications dispensed at retail pharmacies.

Will my temperature-sensitive medications receive special handling?

Medco takes care to protect your medications. Those that are sensitive to extreme heat or cold are shipped in special packaging designed to keep the contents at the correct temperature throughout the delivery process. In addition, you can arrange to have these types of medications delivered at a time and location that's convenient for you to help limit exposure to extreme temperatures.

Is Medco By Mail safe? Is my privacy protected? How is medication shipped?

Getting your medications through Medco By Mail is safe. Your orders are shipped in plain packaging that doesn't indicate medications are enclosed from Medco. In addition, you can select the best location to receive your order: home, office, or another address, such as a vacation address.

How can I get started with Medco By Mail?

It's easy. Ask your doctor to write two prescriptions. One should be for your plan's maximum days' supply (usually 90 days), with refills for up to one year, as appropriate. The second should be for up to a 30 day supply to be filled at a participating pharmacy while you wait for the mail-order delivery. Send the mail-order prescription one of two ways, starting on your plan's effective date:

- By mail—Mail your prescriptions in the special envelope you receive with your enrollment materials.
- By fax or phone—Ask your doctor to call 1 888 327-9791 for instructions on how to fax or call in the prescription to Medco. Your doctor will need your member ID number to complete the transaction. (Only doctors can fax prescriptions to Medco.)

What are my payment options with Medco By Mail?

For your convenience, you can pay by check, money order, credit card, or debit card. You can also enroll in one of Medco's convenient automatic payment programs: e-check or AutoCharge.

What if I send an incorrect co-payment amount?

If a balance is due, you may receive a call requesting payment prior to shipment, or an invoice may be included with your order. If you overpaid, your account will be credited. To confirm your co-payment/coinsurance amount before ordering, you can always visit www.medco.com or call Rx Benefits (providing Medco Member Services) during normal business hours at 1-800-334-8134 (Mon-Fri.) or Medco Direct after hours and weekends at 1-866-707-1682 or 1-800-633-2662.

Are there any shipping charges?

Standard shipping via the U.S. Postal Service is free. Expedited delivery is available for an additional charge.

How long will it take to get my medication?

They are usually delivered within 8 days after we receive your prescription. When ordering, be sure to have at least a 14-day supply of medication on hand. If you don't have enough, ask your doctor for a second prescription to be filled at a participating retail pharmacy while your mail order is processed.

How can I check the status of my Medco By Mail order?

Visit www.medco.com and click "Order status" or by calling Rx Benefits (providing Medco Member Services) during normal business hours at 1-800-334-8134 (Mon-Fri.) or Medco Direct after hours and weekends at 1-866-707-1682 or 1-800-633-2662. You can find out when your prescription was received, the status of your order, the date that your order was mailed or is expected to mail, as well as other information.

How can I order refills from Medco By Mail?

You can order refills online, by mail, or by phone (Rx Benefits providing Medco Member Services during normal business hours at 1-800-334-8134 (Mon – Fri.) or Medco Direct after

hours and weekends at 1-866-707-1682 or 1-800-633-2662). To order online anytime, register at www.medco.com. Refills are usually delivered within 3 to 5 days after Medco receives your request.

What if I have a question about a medication or want to speak with a pharmacist?

Registered pharmacists are available 24 hours a day, 7 days a week, to answer questions about your medication. Call Rx Benefits (providing Medco Member Services) during normal business hours at 1-800-334-8134 (Mon – Fri.) or Medco Direct after hours and weekends at 1-866-707-1682 or 1-800-633-2662 and the representative will be happy to have a pharmacist join your call.

For more complex concerns, a specialist pharmacist could join your call. Specialist pharmacists are experts in the medications that treat a specific condition, such as high cholesterol, high blood pressure, diabetes, cancer, or asthma. Specialist pharmacists can:

- Answer questions about how your medications work together and how to make them work best for you
- Consult with you and your doctor to help you manage your condition and improve your health
- Advise you on potentially reducing your medication costs

There's never a cost to you for advice from a specialist pharmacist.

Will I receive information about drug interactions with my medications?

Yes. Detailed information about possible drug interactions and side effects is enclosed with your order the first time you fill the prescription through Medco By Mail. You can also contact Medco 24/7 by sending a secure email by logging in to your account at www.medco.com or by calling Rx Benefits (providing Medco Member Services) during normal business hours at 1-800-334-8134 (Mon-Fri.) or Medco Direct after hours and weekends at 1-866-707-1682 or 1-800-633-2662.

How can I request additional order forms and envelopes?

You can order additional order forms, claim forms, and envelopes at www.medco.com or by calling Member Services 24 hours a day, 7 days a week (see contacts telephone numbers listed above).