

Harvard Pilgrim Health Care

MAIL SERVICE PRESCRIPTION DRUG PROGRAM

Save on your maintenance medications with mail order!

It's convenient. No more drug store visits. Receive up to a 90-day supply of maintenance medications (for ongoing chronic conditions) through the mail, with no standard shipping costs.

You can save money! You'll pay two co-payments instead of three co-payments for a 90-day supply of Tier 1 and Tier 2 drugs. Discount does not apply to Tier 3 medications.

It's simple to get started. Choose the option that's right for you:

- **Call** – Call *BioScrip* toll-free at **1-877-347-3216 (TDD: 1-877-517-9301)** and a representative will contact your doctor for your prescription information. Or you can ask your doctor yourself to send the printed prescription information to *BioScrip*. Your doctor can provide your prescription information by phone at 1-800-677-5976 or by fax at 1-800-205-7408. (Only your doctor can order prescriptions by phone or fax.) Depending on your doctor's schedule, it may take several days for *BioScrip* to receive the information directly from your doctor.
- **Click** – Visit www.harvardpilgrim.org, click 'Members' and 'Order my Prescriptions Online.' Then, simply follow the instructions. If this is your first time ordering prescriptions, you should provide all information requested online. *BioScrip* will need to contact your physician to verify your prescription needs. You do not need to send in your prescriptions. Once *BioScrip* receives the prescriptions from your physician, they will fill them. Requests for refills will be easier once *BioScrip* has all the necessary information.
- **Mail** – First, call your physician and request a printed copy of your prescription maintenance medication(s). You may ask your physician to write a quantity for up to a three-month supply on the face of the prescription, and it may be written for up to three refills to have your prescription refillable at *BioScrip* for up to one year. Once you have the prescriptions, send them to *BioScrip* with a Mail Service order form. The order form can be printed from HPHC's website or can be obtained by calling Member Services at 1-888-333-4742. Include the correct co-payment with your order. Checks, money orders, or credit cards are accepted, but do not send cash. Please follow the order form instructions and fill out all information completely. Also include any special instructions you may have on the form.

If you have questions or need help, call *BioScrip* customer service specialists toll-free at 1-877-347-3216.