

## **Answers to questions you may have about your long-term prescriptions**

### **How do I fill my long-term prescriptions through *Medco By Mail*?**

Ask your doctor to prescribe up to a 90-day supply of your long-term medication, with refills for up to one year (if appropriate). Mail the prescription using a Medco By Mail order form. (If you need a mail-order form and envelope, you can request them online at [medco.com](http://medco.com)®.) Your doctor can also fax your prescription to Medco. Give the doctor your ID number (located on your Medical Mutual ID card) and ask him or her to call 888/327-9791 for instructions on how to use the fax service.

### **How do I fill my long-term prescriptions at a Rite Aid pharmacy in Ohio?**

Ask your doctor to prescribe up to a 90-day supply of your long-term medication, with refills for up to one year (if appropriate). Bring the new prescription and your Medical Mutual ID card to a Rite Aid pharmacy in Ohio. The pharmacist sends it instantly to Medco By Mail, which dispenses the medication and returns it to the same pharmacy.

### **Can I get a 90-day supply at a Rite Aid pharmacy regardless of what prescription I have?**

This service is **ONLY** available for medications you are currently taking.

It is **NOT** available if:

- your doctor changes your medication to a different strength
- your doctor changes your prescription from one medication to another
- you have a prescription for a new medication you've never taken before
- you haven't filled the medication within the last six months

Other medications not available as a 90-day supply through Rite Aid include:

- specialty medications (typically injectable medications that require refrigeration or special handling, including insulin)
- controlled medications

In order to avoid wasting medication, the situations above do not qualify for the 90-day supply. For example, you may begin taking a new medication and then find out it's not right for you. In this instance, it's better to have a 30-day supply of medication rather than 90 days, since you may not continue to take the medication. Once it is determined that you will be on that medication at that dose long-term, that medication will qualify for the 90-day supply at retail option.

### **How long does it take to get my 90-day supply of medication?**

Whether you drop off your long-term prescription at a Rite Aid pharmacy in Ohio, or send it to Medco By Mail, your medication will be ready within eight (8) days after Medco receives the prescription. (Refills should arrive within five days.)

### **What if I don't have enough medication to wait for the 90-day prescription to be filled?**

Because it can take up to eight (8) days for you to receive your 90-day prescription, make sure you have a two-week supply of medication on hand. If necessary, ask your doctor for a second prescription for a 30-day supply that you can fill immediately at any participating retail pharmacy. **Note:** Rules regarding refill limits for 30-day supplies at a retail pharmacy still apply.

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**Can I switch my current Medco By Mail prescription to a pharmacy?**

Not directly. You cannot refill at a Rite Aid pharmacy in Ohio if a prescription is mailed directly to you from Medco By Mail. You must get a new prescription for up to a 90-day supply and drop it off at a Rite Aid pharmacy in Ohio. You can continue to fill your long-term prescriptions through Medco By Mail if you choose.

**If I decide to order a long-term drug at a Rite Aid pharmacy in Ohio, but I later decide to return to Medco By Mail, can I use the remaining refills from my original Medco By Mail prescription?**

Yes, you can switch back to Medco By Mail and use any remaining refills on file at Medco, as long as the prescription that you originally had filled at Medco By Mail has not expired. If your Medco By Mail prescription has expired or you have no refills on file at Medco, you must send a new prescription from your doctor directly to Medco By Mail. Open refills on file for a 90-day prescription at a Rite Aid pharmacy in Ohio can not be used to refill a prescription directly through Medco By Mail.

**If I order a 90-day supply through Medco By Mail, can I pick it up at a pharmacy?**

No. If you fill a long-term prescription through Medco By Mail, your order can only be delivered to the address indicated on your order form. If you drop off your 90-day prescription at a Rite Aid pharmacy in Ohio, then you must pick it up at that same pharmacy—you are unable to pick it up at a different pharmacy.

**How do I refill my long-term prescriptions?**

If you received the long-term prescription from a Rite Aid pharmacy in Ohio, you must request refills from the same Rite Aid pharmacy. You cannot call Member Services or use **medco.com** to order the refill.

If you received the medication directly from Medco By Mail, you can refill online at **medco.com**. If you are a first-time visitor to the Web site, take a moment to register. Have your member ID number and a recent prescription number handy. You may also call Member Services toll-free at 800/417-1961.

**If I drop off an order for a 90-day supply at a Rite Aid pharmacy in Ohio, will Medco e-mail me about the status of my prescription or send refill reminders?**

No. Medco will not send any e-mails to confirm your order or to remind you to refill your prescription if you dropped off the prescription at a Rite Aid pharmacy in Ohio. You will only be able to view your prescription history online at **medco.com**.

**Is using mail order for my medications safe?**

Yes, using Medco By Mail is very safe. You can have your medication shipped to any address you choose. Also, the label does not display the name "Medco" or indicate that the package contains medication. This is done to protect your confidentiality and to reduce the possibility of theft.

**Do I get the same quality of prescription drugs that I get at a retail pharmacy?**

Yes. Whether you use brand-name or generic drugs, you can expect the medications from Medco By Mail to be of the same quality as those you currently use. Medco also protects your safety by checking your mail-order prescriptions for potential interactions and allergies, and we can relay this information electronically to the retail pharmacies that participate in our network. If you have questions about your prescriptions, you can speak with a live Medco pharmacist at any time, 24 hours a day, 365 days a year.

**What if I have additional questions?**

Visit us online at **medco.com** or call Member Services toll-free at 800/417-1961. If you have dropped off a prescription at a Rite Aid pharmacy in Ohio, you can also speak to the pharmacist there about your medication.