



HMSA's Mail Order Prescription Drug Program

HMSA



Blue Cross
Blue Shield
of Hawaii

An Independent Licensee of the Blue Cross and Blue Shield Association

Working for a Healthier Hawaii

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Welcome to HMSA's Mail Order Prescription Drug Program

HMSA's Mail Order Prescription Drug Program offers you a convenient and cost-effective way to obtain up to a 90-day supply of your maintenance medications delivered directly to your home. A 90-day supply provides the greatest cost savings for most HMSA plans. If you are ordering less than a 90-day supply, please call your local HMSA Customer Service department to determine if using the program will provide you with a cost savings.

What are maintenance medications?

Maintenance medications are taken on a regular or long-term basis. Examples are those used to treat high blood pressure, arthritis, heart conditions, diabetes and asthma.

Generic vs. Brand: A Significant Cost Savings

Many prescription medications are available using either their brand/trademark name or their generic/chemical name. By law, both brand-name and generic medications must meet the same manufacturing standards for safety, purity, strength and quality. Therefore, generic medications are just as effective as their brand-name equivalents.

Generic medications are typically less expensive, can reduce your out-of-pocket costs, and provide a safe and effective alternative to more costly brand-name medications.

When your doctor writes your prescription, ask if a generic drug is appropriate for you.

Helpful Tips: Getting the Most Out of Mail Service

With HMSA's Mail Order Prescription Drug Program, you get the convenience of having your maintenance medications delivered directly to your home – safely and efficiently from the Medco Pharmacy. The program is administered by Medco Health Solutions, Inc.

Before You Order

Can I start using HMSA's Mail Order Prescription Drug Program if I need my medication immediately?

If you need your medication right away, such as an

antibiotic, please use your local retail pharmacy.

For maintenance medications, ask your doctor for two prescriptions – one for 30 days and the other for 90 days plus refills.

- Have the 30-day prescription filled at your local retail pharmacy.
- Mail the 90-day prescription to Medco, following the simple instructions in this brochure.

If you have any questions, please ask your doctor. Your doctor will know when it is appropriate to order your medications through HMSA's Mail Order Prescription Drug Program.

How can I check on the status of my order?

Call Medco toll-free at the number listed in the “Questions?” section of this brochure or log on to My Account on hmsa.com.

To check your order status by phone or online, the following information must be provided:

- Member name.
- Your HMSA subscriber number from your HMSA card.
- Prescription number for refills from the Order Form or prescription label.

Can I combine my refills for the same medication to get a larger quantity in one delivery?

Unfortunately, no. If a doctor writes a 30-day prescription with two refills, the prescription cannot be combined into one delivery for a 90-day supply. In this case, the medication must be ordered three times. Please be sure to ask your doctor to write your prescription for the appropriate maximum allowed amount.

RELIABLE DELIVERY

How long will it take to receive my medication(s)?

In most cases, your medications are delivered to your door by the U.S. Postal Service (USPS) or United Parcel Service (UPS) with no delivery charge up to 14 days after you mail your order. Express delivery is available for an additional fee. If you are interested in this optional express delivery service, please call Medco before mailing your prescription at the toll-free number listed in the “Questions?” section of this brochure.

(Continued inside)

If I have any questions after I receive my order, what should I do?

Call Medco at the toll-free number listed in the “Questions?” section of this brochure. Their Member Services representative may refer you to a Medco pharmacist if you have specific questions about your medication. You should always contact your doctor or a pharmacist if you have specific questions or concerns about your medication before taking it.

ORDERING INFORMATION

The easy, convenient way to fill prescriptions.

How do I start using HMSA's Mail Order Prescription Drug Program?

To have your prescription filled for the first time or to order a refill, follow the easy instructions below:

First-Time Orders

If you are a first-time mail order customer and have questions about your plan benefits, call HMSA to determine the maximum supply allowed. Ask your doctor for a prescription for that amount (number of days in the supply), with refills, to be used through mail service.

Send the prescription directly to Medco using the following order process:

- Complete the Order Form and the Health Allergy & Medication Questionnaire, which is enclosed in the postage-paid envelope for your first order.
- Include all HMSA information such as your subscriber number, date of birth, and address.
- Print your name, subscriber number, and date of birth on the back of each prescription.
- Complete the payment information, specifying which form of payment you are using for your order.
- You can pay by check or money order (payable to Medco Health Solutions); American Express, VISA, MasterCard or Discover Card; or electronic check. Please do not send cash.
- Mail the original prescription, copayment, Order Form, and Health Allergy & Medication Questionnaire in the enclosed, postage-paid envelope.

Ordering Refills

You can refill your medications by mail, phone or online.

By Mail

You will receive a convenient Order Form when it's time to renew your prescription from Medco. Forms are predated to remind you when it's time to reorder. A postage-paid envelope is also provided.

To order a refill by mail:

- Complete the Order Form.
- You may pay by check or money order (payable to Medco Health Solutions); American Express, VISA, MasterCard or Discover Card; or electronic check. Please do not send cash.
- Mail the Order Form with your copayment in the postage-paid envelope provided.

By Phone

Call Medco toll-free at the number listed in the "Questions?" section of this brochure and follow the instructions to refill a prescription.

Please have the following information ready:

- Your HMSA subscriber number from your HMSA card.
- The prescription number from the Order Form or prescription label.
- Your credit card number and expiration date (American Express, VISA, MasterCard or Discover Card).

Online

Go to hmsa.com and log on to My Account. Online ordering is safe and secure. You can also sign up for convenient refill reminders. My Account utilizes encryption and other security technology to secure your data. Follow the instructions to complete an easy one-time registration.

Please be sure to have the following information ready:

- Your HMSA subscriber number from your HMSA card.
- The prescription number from the Order Form or prescription label.
- Your credit card number and expiration date (American Express, VISA, MasterCard or Discover Card).

QUESTIONS?

If you have questions about your condition, treatment or prescription, please talk to your doctor.

If you have questions about your HMSA prescription drug coverage or benefits, including the maximum supply allowable and your copayment, please call your local HMSA office listed on the back of this brochure. For 65C Plus and Medicare Rx members, telephone representatives are available from 8 a.m. to 8 p.m., seven days a week. For all other HMSA plan members, telephone representatives are available from 8 a.m. to 4 p.m., Monday through Friday. TTY/TDD users may call (808) 948-6222 on Oahu. You may also visit your local HMSA office. Office hours are 8 a.m. to 4 p.m., Monday through Friday.

For questions about the status of your order or to speak with a Member Services representative, please call Medco directly at the number listed below.

Medco has a Voice Recognition system for HMSA members that allows you to place prescription refills and check the status of your order by speaking your responses in the telephone. You have access to your prescription information 24 hours a day, seven days a week.

Call Medco at **1 (866) 544-6765**. TTY/TDD users may call 1 (800) 759-1089.

Please have the following information ready to navigate through the automated system:

1. Your HMSA subscriber number from your HMSA card.
2. The prescription number from the Order Form or prescription label.
3. Your birth date if you are ordering refills.
4. Your credit card number and expiration date if you're placing an order.

The two menu options for the Medco Voice Recognition system are:

1. **Prescription:** To order a prescription refill or to check the status of an existing order.
2. **Physicians:** For a doctor's office calling on behalf of a patient.

Medco Mailing Address

If you are using a **Medco postage-paid envelope**, the following address should be used:

Medco Health Solutions of Fort Worth
P.O. Box 650322
Dallas, TX 75265-**9946**

If you are using **your own envelope and postage**, the following address should be used:

Medco Health Solutions of Fort Worth
P.O. Box 650322
Dallas, TX 75265-**0322**

HMSA is a Hawaii-based health care services organization dedicated, for over 70 years, to improving the health and wellness of individuals and our community. We will provide our customers real value and security by creating a broad range of products that gives them choices of health care plans, provider networks, prices, and other health care services, with a commitment to superior customer service.

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HAWAII MEDICAL SERVICE ASSOCIATION

hmsa.com

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