



WellDyneRx Mail Service General Questions and Answers

I. Medication Orders

1. What is needed to begin using WellDyneRx mail service pharmacy?

Each patient will need to fill out a [mail service enrollment form](#) and mail it to WellDyneRx. This form is provided in the patient materials received and available at your employee benefits office. Patients may also [electronically enroll](#) via the website.

New prescriptions written for a mail service days supply (typically 3 months or 90 days) should be mailed to WellDyneRx. Prescriptions cannot be filled by WellDyneRx until the member has enrolled. If a prescriber indicates more than one drug on a prescription, the patient will be responsible to pay the necessary co-payment for each drug dispensed.

Please note: WellDyneRx will fill medications once received unless noted to hold/profile by the patient or prescriber. Please see: I. Medication Orders #5.

2. How does WellDyneRx receive prescription orders?

WellDyneRx accepts prescriptions via phone or fax directly from prescribers only; WellDyneRx cannot legally accept called or faxed prescriptions from patients. If a patient has not yet enrolled, the patient will need to complete a [mail service enrollment form](#) that includes patient information such as drug allergies, shipping and payment information either in hard copy and mailed to WellDyneRx or by using [electronic enrollment](#) via the website. Patients can mail original prescriptions with their enrollment form, if applicable, to WellDyneRx for fulfillment.

Please note: WellDyneRx will fill medications once received unless noted to hold/profile by the patient or prescriber. Please see: I. Medication Orders #5.

3. Will WellDyneRx help obtain a new prescription(s) from a prescriber?

WellDyneRx will help obtain a new prescription(s) as follows:

- 1) *For prescriptions that have never been filled at WellDyneRx, WellDyneRx does not request prescriptions on behalf of patients. Since many prescribers are unresponsive to requests for prescriptions other than refills, WellDyneRx recommends that the patient initiate the request to the physician for new prescriptions that the patient would like filled through WellDyneRx.*
- 2) *For prescriptions that have historically been filled at WellDyneRx and the prescription needs to be renewed, WellDyneRx will make a fax attempt to the prescriber. If the prescription has not been received from the prescriber within 3 business days, a call will be placed to the patient notifying them that their prescription has not been received and the patient will need to contact their prescriber. Patients who have*



chosen to be placed on the do-not-call list will receive a postcard instead of a phone call. WellDyneRx always recommends that the patient contact their prescriber in addition to WellDyneRx' request for a prescription(s) as prescribers often respond better to patient prescription requests.

4. How much time should be allowed for a medication order?

WellDyneRx recommends allowing two weeks from the time an order is placed or mailed into WellDyneRx to the time the medication is received by the patient. While most medications are shipped within 48 hours from the time the prescription order is received, this time frame allows for shipping time as well as any unforeseen issues that may arise with the prescription.

5. Will WellDyneRx automatically fill a new medication once it is received?

Yes. If WellDyneRx receives a new prescription either from a patient or a prescriber, it is assumed that the prescription is needed and will be filled, *unless* the patient or prescriber notes on the prescription that they want the medication held/profiled until requested at a later time.

6. Will WellDyneRx automatically ship medication refills?

No. WellDyneRx will not automatically ship medication refills to patients. When medication refills are needed, the patient will need to request their order. The fastest method is a refill request made on the website, a faster method through the interactive voice response (IVR) system, or by speaking with a Member Service Representative.

7. How can a patient request an order for a refill?

Refills can be requested through the website at www.myWDRX.com or www.WellDyneRx.com using the quick refill tool by entering the date of birth and the Rx number found on the medication vial of a previous order. If the patient has registered at the WellDyneRx website, they may logon to view their prescriptions and order refills from their personal home page without having to enter a previous Rx number from the pharmacy. Other options include using the interactive voice response (IVR) system, available 24/7, or speaking with a Member Services Representative. A refill request form is also included with each order that is shipped and can be mailed or faxed to WellDyneRx.

8. What can a patient do if a discrepancy with an order is found?

WellDyneRx recommends that patients carefully check their orders upon receipt. Any discrepancies need to be reported within 7 calendar days by calling WellDyneRx and speaking with a Member Services Representative.

II. Patient Communication

1. How does WellDyneRx remind patients to refill medications prior to running out of a current supply?

WellDyneRx assists patients from running out of medications in three ways:



- 1) Each order shipped contains a refill request form that can be mailed or faxed to WellDyneRx. Patients are asked to mail the form back to WellDyneRx when they have two to three weeks of medication remaining.
- 2) When patients call in for questions or concerns, the WellDyneRx' Member Service Representatives will offer to place a refill order or will notify the patient of the date they should place their order to avoid running out of their prescription.
- 3) Finally, outbound call reminders are made to patients who have refills.

2. How does WellDyneRx communicate with patients regarding any issues with their prescription order?

WellDyneRx uses an automated outbound call service that contacts patients regarding order issues. These issues include but are not limited to: claim rejections, eligibility issues, credit card issues, and high co-pay cost. Since patients are requested to call WellDyneRx back for detailed information, patients can be assured they are speaking with a WellDyneRx representative and that patient confidential information is secure.

3. Will WellDyneRx notify patients when their copayment will be in excess of a particular dollar amount prior to shipping?

Yes. Patients are notified through an outbound call when co-payment is in excess of \$225.00 per prescription (not accumulative for a prescription order) before shipment is made to a patient. Prescriptions are held until the patient approves this billing.

III. Medication Substitution/ Quantity

1. Will WellDyneRx automatically substitute generic medications?

Yes. WellDyneRx will dispense generic medications unless otherwise noted by the prescriber or the patient. This is noted on the patient mail service information. Patients may request a brand medication by noting "Brand Requested" on each and every applicable prescription. Since the brand name product may be subject to a higher cost or co-payment (as specified within individual health plan), it is recommended that the patient contact Navitus for co-pay pricing prior to placing a medication order. A brand medication with a generic available will not be dispensed unless specifically requested by the patient or prescriber.

2. Will WellDyneRx change the dose of a prescription at the patient's request?

No. Legally, WellDyneRx cannot change the dose, quantity, refills available, or the medication type. The medication must be filled as the prescriber noted on the prescription.

3. Will WellDyneRx change the day's supply of a prescription?

No. WellDyneRx will dispense the days supply as written by the prescriber. For example, if a prescription is written for 30 days and the plan allows 30 day fills at mail service, WellDyneRx will fill the 30 day supply as written. If a prescription is written for 30 days, and the plan only allows 90 days at mail service, WellDyneRx will contact the patient regarding the status of the order and how to best meet that patient's needs.



WellDyneRx recommends, in order to save time, that the patient review their prescription while at his/her prescriber's office including the drug name, quantity and days supply. The days supply should match the number of days the patient would like filled up to the maximum days supply allowed by the Plan.

IV. Shipping

1. How are medications shipped?

Medications are shipped USPS 1st class mail as a standard unless the manufacturer, pharmacy regulations, or WellDyneRx policy require upgraded shipping.

2. Does WellDyneRx offer expedited delivery?

Yes. WellDyneRx offers expedited delivery of prescription orders at an additional cost, paid by the patient. Shipping options include USPS priority mail, UPS second day, and UPS next day shipping. UPS delivery requires a physical shipping address and will not ship to PO Boxes.

3. How does WellDyneRx ship medications that must be refrigerated or must be sent by expedited delivery per the manufacturer? Is there an additional cost for these services?

WellDyneRx ships all medications according to the manufacturer guidelines at no additional cost. Medications classified as controlled substances or that are unusually expensive may be shipped with additional carrier services, such as signature required, at no additional charge. Medications that require refrigeration are shipped on ice in a cooler at no additional charge. Medications that are required to be shipped on ice are shipped Monday through Wednesday.

V. Quality Assurance

1. Is WellDyneRx VIPPS certified?

WellDyneRx is one of just several pharmacies across the United States that has met the VIPPS site certification. This certification assures patients that WellDyneRx maintains high standards of safety and service through processes and procedures that have been audited and approved through this certification process. To be VIPPS certified, a pharmacy must comply with the licensing and inspection requirements of their state and each state to which they dispense pharmaceuticals. In addition, pharmacies displaying the VIPPS seal have demonstrated to National Association of Boards of Pharmacy (NABP) compliance with VIPPS criteria including patient rights to privacy, authentication and security of prescription orders, adherence to a recognized quality assurance policy, and provision of meaningful consultation between patients and pharmacists.

2. How does WellDyneRx prevent the purchasing and dispensing of counterfeit medications?

WellDyneRx only purchases medications from manufacturers and wholesalers that are licensed and approved by the FDA to conduct business and distribute medications in the United States.



3. Does WellDyneRx protect patient health information?

Absolutely. WellDyneRx complies with patient privacy regulations and requirements set by the Health Insurance Portability and Accountability Act (HIPAA). WellDyneRx provides training and strict monitoring in order to safeguard our patient's confidential information. WellDyneRx adheres to the HIPAA standards in all aspects of our business from web security to physical access into the WellDyneRx building.

To protect protected health information, a patient must provide authorization to WellDyneRx if another person representing the patient will be contacting WellDyneRx to discuss their personal health information including prescriptions. [Protected Health Information Authorization Form](#)

Protected Health Information (PHI): PHI is individually identifiable health information that is transmitted by, or maintained in, electronic media or any other form or medium. This information must relate to 1) the past, present, or future physical or mental health, or condition of an individual; 2) provision of health care to an individual; or 3) payment for the provision of health care to an individual. If the information identifies or provides a reasonable basis to believe it can be used to identify an individual, it is considered individually identifiable health information. Part II, 45 CFR 164.501.

VI. Payment

1. What forms of payment are accepted at WellDyneRx?

WellDyneRx accepts VISA, MasterCard, American Express, Discover, check, check by phone, or money order as approved forms of payment. To avoid possible delays in shipping for unpaid balances on an account, the patient is encouraged to provide a credit card for all charges.

VII. General Dispensing

1. Do you provide compounding services at mail service?

WellDyneRx mail service pharmacy does not provide compounding services; however, compounding services are available through US Specialty Care pharmacy, which will compound and send prescriptions to patients through the mail.

2. Does WellDyneRx fill over the counter (OTC) medications?

Yes, WellDyneRx will fill OTC medications provided the medication is covered under the patient's prescription benefit and a prescription for the OTC medication has been written by the patient's prescriber.