

Free and Convenient Home Delivery

of Maintenance Medications Through

SERVE YOU 
DIRECT

Getting started is easy!



Call your prescriber and request an electronic prescription be sent or faxed to:

Serve You DirectRx Pharmacy
P.O. Box 26096
Milwaukee, WI 53226
Fax: 866-494-0364

Or ...



To transfer a prescription, download and complete the **Prescription Transfer Form** available at serve-you-rx.com or call us at 800-759-3203 with your prescription number and current pharmacy's phone number.

Ordering items from the comfort of your home and having them delivered to your doorstep can save time and money. Enjoy the same convenience with **FREE** home delivery of your medications provided by **Serve You DirectRx Pharmacy**.

The mail service of Serve You DirectRx Pharmacy is part of the pharmacy benefit offered by your employer. Easy to use and ideal for medications you take regularly on a long-term basis, Serve You DirectRx Pharmacy offers:

- **FREE** standard home delivery
- Up to a 90-day supply of most maintenance medications
- Shipping confirmation and tracking details sent via email
- Discreet, tamper-evident, and weather-resistant packaging
- Receipt, re-order form, and drug details included with orders
- **EZRefillRx** available online or by phone for hassle-free prescription refills
- **FREE EZAUTOFill** for automatic refilling and mailing of your medications — no need to call for refills
- Serve You Rx customer service representatives available to answer questions and help place orders
- 24/7 access to consult with pharmacists for Serve You DirectRx Pharmacy orders

Frequently Asked Questions: Serve You DirectRx Pharmacy

HOW DO I PLACE MY FIRST ORDER THROUGH SERVE YOU DIRECTRX PHARMACY?

Ask your prescriber to send an electronic prescription to Serve You DirectRx Pharmacy for the maximum days' supply of your long-term use medications, including orders for refills if appropriate. Your prescriber also has the option to fax (866-494-0364) or call us with the prescription (800-759-3203).

You can also submit a new prescription to us directly. To do so:

1. Visit serve-you-rx.com
2. Download the **New Prescription Mail-In Order Form** from the Serve You Rx Members page
3. Complete the form and mail it along with the original prescription and copay to:
Serve You DirectRx Pharmacy
P.O. Box 26096
Milwaukee, WI 53226

To learn your copay amount, check your prescription plan details or call us at 800-759-3203.

IF I'VE BEEN USING A RETAIL PHARMACY, HOW DO I TRANSFER MY PRESCRIPTIONS FOR HOME DELIVERY? DO I NEED TO WAIT UNTIL A NEW PRESCRIPTION IS WRITTEN?

You can transfer prescriptions from a retail pharmacy to our mail service at any time, even if you have refills remaining on your current prescriptions. To transfer a prescription to us, simply:

Complete and mail the **Prescription Transfer Form**, available for download from the Serve You Rx Members page at serve-you-rx.com

OR

Call Serve You DirectRx Pharmacy at 800-759-3203 and provide the following:

- Name and phone number of current pharmacy
- Prescription name and number found on medication label
- Prescriber name and phone number
- Number of refills remaining

HOW DO I PAY FOR MY SERVE YOU DIRECTRX PHARMACY ORDER?

Serve You Rx accepts Visa, MasterCard, American Express, Discover, and personal checks. Payment must be received before medications are shipped. To learn your copay amount, check your prescription plan details or call us at 800-759-3203.

CAN I ORDER REFRIGERATED ITEMS OR CONTROLLED SUBSTANCES THROUGH SERVE YOU DIRECTRX PHARMACY?

Items requiring refrigeration are shipped overnight in special packaging that keeps the medication at the desired temperature. Controlled substance orders can be filled; however, regulations may apply and you must provide the original written prescription from your prescriber for each order.

WHERE CAN I FIND THE COST/COPAY AMOUNT FOR FILLING MY MEDICATIONS THROUGH SERVE YOU DIRECTRX PHARMACY?

Go to serve-you-rx.com, log in to the **Member Portal**, and use the **Drug Pricing** tool to get an estimate on your cost/copay amount. You can also call Serve You Rx customer service at 800-759-3203.

HOW DO I REFILL MY MEDICATIONS THROUGH SERVE YOU DIRECTRX PHARMACY?

There are four easy ways to refill your medications:

- Enroll in **EZAutoFill**, a free service that automatically refills your prescription based on an estimated supply remaining and mails you the medication at no extra charge. You only pay the cost of your copay. (EZAutoFill is not available for certain medications or to patients using Medicare.)
- Visit serve-you-rx.com and use EZRefillRx, available 24/7.
- Call 800-759-3203 and use our 24/7 automated refill service. Please have your prescription number and payment information on hand.
- Complete the order form that was included with your previous shipment and submit it according to the form instructions.

HOW LONG WILL IT TAKE TO RECEIVE MY ORDER THROUGH SERVE YOU DIRECTRX PHARMACY?

If you are ordering a new medication through Serve You DirectRx Pharmacy, please ask your prescriber for two prescriptions:

- One for a 14-day supply that you can initially fill at a local retail pharmacy
- One for the maximum days' supply, plus refills if appropriate, that your prescriber can submit to Serve You DirectRx Pharmacy

Most orders are processed within two business days, with additional time needed for shipping and delivery. If you are mailing an order form to refill your prescription, we recommend mailing it when you have at least two weeks supply left of your medication.

For faster delivery, we suggest using our automated services of **EZRefillRx** or **EZAutoFill**.