

To better serve you and your prescription needs, Amazon Pharmacy will be your new Home Delivery Pharmacy for your prescriptions, effective May 1, 2025. Benefits include upfront pricing, time and money savings, and 24/7 pharmacist and Customer Care support.

When is this change happening?

On May 1, 2025, your prescription(s) will be transferred to Amazon Pharmacy from Serve You Rx Home Delivery Pharmacy. Once your prescription(s) has been processed and it is ready for you to order, you will be sent a notification from Amazon Pharmacy. To prepare for this change, please sign up for Amazon Pharmacy before May 1, 2025 – instructions are below.

Also, please let your provider know that you are switching to Amazon Pharmacy, and if they need to send any future prescriptions to Amazon Pharmacy, they can do this in any of the following ways:

- **e-scribe** (Amazon.com – Amazon Pharmacy Home Delivery)
- **fax** ([1-512-884-5981](tel:1-512-884-5981))
- **phone** ([855-206-3605](tel:855-206-3605))

What medications does Amazon Pharmacy not dispense?

Amazon Pharmacy does not dispense Schedule II Controlled Substance medications. These should be obtained from an in-network retail pharmacy. If you find that there are other medication(s) that you cannot fill at Amazon Pharmacy, please contact Serve You Rx at 800-759-3203 with questions about obtaining your medication.

What do you need to do?

You can sign up for Amazon Pharmacy before this change. Be sure to have ready your health plan member ID card, prescription information, and payment method.

Signing up is as easy as 1-2-3...

1. Visit <https://www.amazon.com/ServeYouRx> and click on “**Get Started**”. If you are already an Amazon customer, then follow the simple sign up process. If you’re not yet an Amazon customer, you’ll need to sign up, validate yourself, and then follow the instructions.
2. Verify and/or add your insurance: It is important to verify your full member ID on your card against the insurance profile. Reminder: please have your insurance member ID card ready to double-check all of your information.
3. Once you are signed up and your medication(s) are processed, you will receive a notification from Amazon Pharmacy that your medications are ready to order, and you will need to go back to your account to check out.

What benefits does Amazon Pharmacy offer?

We chose Amazon Pharmacy for their reliability, ease of use, and convenience. With Amazon Pharmacy, you can expect:

- Easy online sign-up with a familiar Amazon shopping experience
- Clear pricing and easy, automatic refills (an option)
- 24/7 access to a pharmacist and/or Customer Care support
- Free home delivery: Amazon Prime members get free 2-day delivery, and all other customers get free 5-day delivery
- Ability to manage your medication and order history online

Need Further Assistance?

As always, the Serve You Rx support team is here to help. You can reach our team at 800-759-3203.

For Amazon Pharmacy Customer Care assistance, please visit: amazon.com/pharmacy-contact-us. Customer Care and pharmacists are available 24/7.