



## Frequently Asked Questions About HealthPartners myMailRx

### **Q. How can I get started with HealthPartners myMailRx?**

**A.** Call HealthPartners myMailRx Customer Services at **1.800.591.0011** Monday through Friday 8 a.m. – 6 p.m. CT and Saturday 8 a.m. – 4 p.m. CT. Our Customer Service Representatives will help you get started. You can also mail your written prescription in a self-addressed envelope with the completed forms.

### **Q. How long does it take to receive an order?**

**A.** From the time an order is received, it will be filled within one to three business days. For orders that require the pharmacy to contact your doctor or insurance company, that usually adds one to two business days.

### **Q. How are HealthPartners myMailRx prescriptions shipped?**

**A.** Prescriptions are shipped via first class U.S. Postal Service.

### **Q. What forms of payment are accepted?**

**A.** MasterCard, Visa, Discover and American Express are all accepted. Payment is needed before shipping.

### **Q. How do I find out if I have HealthPartners myMailRx?**

**A.** For benefit questions, call Member Services at 1.888.324.2064, TTY: 1.888.850.4762.

### **Q. Do I have to pay for postage or handling?**

**A.** No, there's no charge for postage or handling.

**Q. Can I order medicines needing refrigeration through HealthPartners myMailRx?**

**A.** Yes, items that need refrigeration are shipped in insulated packaging with cold packs through UPS. These items are shipped Monday through Thursday to make sure you get them as soon as possible.

**Q. How do I transfer my prescriptions from another pharmacy?**

**A.** Transferring is easy. Simply call HealthPartners myMailRx pharmacy at **1.800.591.0011** to get started. We will need your prescription numbers, your current pharmacy, payment and insurance information, allergies and mailing address.

**Q. How do I get refills with HealthPartners myMailRx prescriptions?**

**A.** Refills can be ordered online through our website. Simply go to **coOpportunityhealth.com** and logon to **our secure Member website**. You can also refill your prescriptions by calling our Automated Refill line, 24/7 at **1.800.591.0011**. You can also mail an order form or calling customer service directly. If you don't have any refills available, HealthPartners myMailRx pharmacy will call your doctor for authorization.

**Q. Can my doctor call a prescription directly to HealthPartners myMailRx?**

**A.** Yes they can, but the doctor usually doesn't have your payment and insurance information to provide the pharmacy. Plus, they don't always know if you want the prescription filled and shipped right away. When HealthPartners myMailRx receives a prescription with no billing, insurance or shipping information, it is put on file. You'll get a call letting you know your prescription was received and that we need more information from you.

**Q. Does my doctor have to write a new prescription every time a refill authorization is needed?**

**A.** No, HealthPartners myMailRx will contact your doctor directly for refill authorization.