

Save time and money with mail service



Capital Rx is dedicated to giving you the best service and resources to help you and your family make better healthcare decisions. If you take maintenance medications for long-term conditions like arthritis, asthma, diabetes, high blood pressure, high cholesterol or other chronic conditions, you can save with mail service.

- **Save money:** You can get up to a 90-day supply of your medication for less money than three separate fills and standard shipping is free.
- **Save time:** Refill your medication just once every three months easily online or by phone. That means no more drive time or waiting at the pharmacy.
- **Peace of mind:** Your medication is mailed quickly and securely. Registered pharmacists check all orders and are available for help 24/7.



Getting a 90-Day Supply of Your Prescriptions

Your prescription benefit plan allows you to fill your 90-day scripts through the Capital Rx Mail-Order Pharmacy, Magellan Rx Pharmacy – Home.

Get started with mail service:

Prior to your first fill with mail-order, please call the phone number on the back of your member ID card or mail a completed order form with payment information to **PO Box 620968, Orlando, FL 32862**. The form can be downloaded at www.cap-rx.com.

Choose one of the following options to submit your prescription to Capital Rx's mail-order pharmacy:



E-prescribe: Have your doctor e-prescribe to:
Magellan Rx Pharmacy – Home.



Fax: Have your doctor fax your prescription to **888-282-1349**. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.



Mail: Mail us your prescription and completed order form (found at www.cap-rx.com >> **Forms and Documents** >> **Mail Order Enrollment**) to: **PO Box 620968, Orlando, FL 32862**.

Questions? The Member Help Desk is available 24 hours a day, 7 days a week at the phone number on the back of your member ID card.

Frequently Asked Questions

What prescriptions do I send for mail service?

Mail service can be used to fill prescriptions for maintenance medications. These are drugs that you take regularly for arthritis, asthma, diabetes, heart disease, high cholesterol or other chronic conditions.

When should I use a retail pharmacy?

You should use your local retail pharmacy for the first 30-day prescription you get from your doctor as well as prescriptions received for an acute condition like an infection. Your plan may also allow you to fill 90-day prescriptions at retail pharmacies. Check your plan documents for more information.

Who can I call if I have any questions?

For questions about your pharmacy benefits plan, call the Member Services number on your member ID card. Representatives can answer questions, check the status of an order or place a refill order. Pharmacists are also available to help 24/7.

Auto Refill, shipping and costs

When will I receive my medication?

After we receive your prescription, please allow 7 to 10 days for your order to arrive. To avoid delays, be sure to fill out all forms completely and include your copayment if you know the amount due. We may need to contact your physician for additional information. Please note that orders with multiple prescriptions may be shipped separately.

Can I save money on my prescription?

Depending on your plan design, you could get a 90-day supply for less than you would pay at a retail pharmacy.

How much are the shipping charges?

Standard shipping is always free. Should you want your prescription sooner, you can choose expedited shipping for an additional charge. Please note that expedited shipping only reduces the transit time and does not impact prescription processing time.

About your prescriptions

Do prescriptions expire?

Most prescriptions, including refills, expire within six months to one year from the day they are written. If this happens, you'll need a new prescription from your doctor regardless of if you have refills remaining.

How are controlled substances handled?

A controlled substance, such as a narcotic, has strict guidelines and may be handled differently than a noncontrolled medication. We adhere to federal and state laws in the dispensing of all medications. We will contact you if additional information is needed to process a controlled substance prescription.

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Online Tools at www.cap-rx.com

Secure online connection, protecting your confidentiality and providing:



Drug formulary and lookup tools



Access to view and download pharmacy claims



Participating pharmacy locator tool