



## Walmart Pharmacy Home Delivery Information:

### What is Walmart Pharmacy Home Delivery's contact information?

**Phone number:** Call the number on the back of your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for medications delivered to your home.

**Email:** [wmsrx@wal-mart.com](mailto:wmsrx@wal-mart.com). This is a monitored email inbox available for assistance with all questions and inquiries. You can e-mail your completed profile/order form, but please do not enter your payment information via e-mail.

**Website:** You can easily manage your benefit and access digital resources by logging into the Capital Rx Member Portal at [www.app.cap-rx.com/](http://www.app.cap-rx.com/)

**Walmart Home Delivery Customer Support hours of operation:** Monday-Friday 7:00am to 7:00pm CST and Saturday 9:00am to 1:00pm CST.



### I want to enroll in Walmart Home Delivery to have medications mailed to my home. How do I setup a profile account?

Setup a profile account by phone or by mail.

- **Setup by phone:** Call the number for Capital Rx on the back of your ID card. Follow the prompts for medications delivered to your home.
- **Setup by mailing in a profile/order form:** Blank forms are available on the Capital Rx Member Portal under 'Forms and Documents' tab. Mail the completed order form to: Walmart Home Delivery, 1025 W. Trinity Mills, Carrollton, TX 75006.
- **Setup by Email:** Email a completed order form to [wmsrx@wal-mart.com](mailto:wmsrx@wal-mart.com).

### Is there an online option to setup my prescription mail order profile and for completing refill requests?

Currently, online or app options are only available for retail prescription pickup. If you've purchased prescriptions through the online service in the past, you can continue to use online account services only for retail prescription pickup at your local pharmacy. If you want prescriptions mailed to your home, you will have to follow the process stated above to setup a new profile account by phone or mail.

### My pharmacy has changed to Walmart Home Delivery, should I tell my prescriber?

Please inform your prescriber that your pharmacy has changed to Walmart Home Delivery. Prescriptions can be submitted through one of the following options:

- **E-prescribe:** Walmart Pharmacy Mail Order 2625
- **Fax:** 1-800-406-8976
- **Mail:** Walmart Home Delivery, 1025 W. Trinity Mills, Carrollton, TX 75006

### I received a letter saying Capital Rx would be working with my previous pharmacy to transfer my prescriptions to Walmart Home Delivery. Once I become active with my benefits, should I call Walmart to make sure all my prescriptions were transferred?

Please call Capital Rx and follow the prompts for medications delivered to your home. A representative will help to confirm all your prescriptions were transferred.

### What professionals may provide support with my Walmart Home Delivery prescriptions?

- **Intake/Input Technician:** They help with the entry of new prescription requests.
- **Patient Care Coordinator:** They will contact you to help with shipment setup and payment collection. They will make 3 attempts to reach you. If you do not answer or receive the calls, you will need to call the number for Capital Rx on the back of your prescription ID card. Follow the prompts for medications delivered to your home.
- **Pharmacist:** They will help with prescription verification and patient counseling.

### Will I receive automated calls from Walmart if I enroll to have my prescriptions delivered by mail?

You may receive up to 3 automated status calls within 24 hours from Walmart for an order received, balance due, and order shipped, or 3 automated status calls for refill reminders, balance due, and order shipped. If your prescriptions are set up in separate orders, you will receive similar additional related calls. To receive automated status calls, you must opt in when setting up your profile. Currently, Walmart may or may not display on caller ID when automated calls are received.

### What is the Auto Refill program?

The Auto Refill program helps you fill your medications automatically until your prescription expires. All active prescriptions that are available for auto refill are included with enrollment. If you do not enroll, all refill requests will need to be done by you or an authorized representative. Once a prescription is out of refills and a new prescription is obtained, you will have to enroll again.

### How do I sign up for the Auto Refill program?

You can choose to sign up for this service when you set up your member profile as well as when you provide your payment information over the phone.

## Will I receive automated calls from Walmart if I enroll in the Auto Refill program?

If you opt into automated status calls, you will receive an automated call from Walmart to notify you of status for the following:

- Order received
- Balance due
- Order shipped
- Refill reminder (if opted into automated refills)

Walmart's automated system will attempt outreach out up to 3 times. Automated calls may not always display caller ID.

## How long does it take to receive a new prescription?

If your healthcare provider does not call your prescription in to us directly, Walmart will verify orders for new prescriptions before they fill them. Prescriptions are usually sent U.S. First Class Mail and arrive within 7-10 business days, but some medications are delivered more quickly. For medications that do not require special handling, you can request expedited shipping for an additional fee.

- **New prescriptions:** If your healthcare provider calls in the prescription directly and a prior authorization is not required, you can expect to receive your order within 7-10 business days from the time of receipt. If your prescription is received by mail or another method, Walmart will reach out to your healthcare provider to verify the order. You can expect to receive your order within 3-10 business days once the prescription is verified.
- **Controlled substances:** Walmart ships all controlled substances express 2nd day with an adult (18 years or older) signature required. There is no additional cost for expedited delivery services.
- **Hazardous or regulated items:** Some prescription medications, including aerosol inhalers, cannot ship by air because they could interfere with flight safety. These orders must ship ground via Standard Shipping in the 48 contiguous states and cannot be shipped to Alaska, Hawaii, or destinations outside the U.S.
- **Special prescription deliveries:** If your order contains refrigerated medications, our policy is to ship them via Express delivery, packaged with a cold gel pack, to all addresses except APO/FPOs, to assure that they ship at the proper temperature. There is no additional cost for expedited delivery services.

## How much does shipping cost?

Various shipping policies and exceptions may also apply to your order, depending on the items ordered. Standard delivery (5-7 business days) is free of charge. Second day delivery is \$8. Overnight delivery is \$15. Delivery methods and rates are subject to change. Due to federal regulations, Walmart can only ship to addresses within the U.S., and some medications are not eligible for home delivery.

***Please Note:** Walmart Home Delivery does not ship medications to a Walmart store.*

### **Who does Walmart use for delivery service?**

Most packages ship USPS first class mail and cold orders ship UPS or FedEx next day. Controlled medications ship second day FedEx or UPS signature required.

### **Can I track my order online?**

Currently online tracking is not available for home delivery orders. You can call Capital Rx by dialing the number on the back of your ID card and follow the prompts for medications delivered to your home. A Walmart representative will be able to provide order updates and share tracking information where available.

### **What should I do in an emergency situation and need my medication right away?**

Should you need a prescription urgently, you should fill your prescription at your local Walmart pharmacy or another in-network local pharmacy to avoid delays.

### **What should I do if Walmart Home Delivery does not dispense my specific medication?**

Please contact Capital Rx Customer Care by dialing the number on the back of your ID card. Then press 1 for members and select 3 for general inquiries. A customer care agent will provide support with finding access to your medications.

### **Who can provide customer support assistance with my pharmacy benefits?**

Capital Rx is always happy to provide assistance! We are available 24 hours a day, 7 days a week to provide support with your pharmacy questions. If Capital Rx has to contact Walmart Home Delivery Customer Support, their hours of operation are from Monday-Friday, 7am to 7pm CST and Saturday 9am to 1pm CST.