



# COMMONLY ASKED QUESTIONS:

## **Q: How Do I Access My Portal?**

**A:** You will receive a Welcome Email/Text to link you to your member portal where you can search our formularies and access your retail membership cards.

## **Q: How Do I Get Started With Free Home Delivery?**

**A:** We have over 1000 Free maintenance medications available for home delivery. Have your provider send us your 90-day maintenance prescriptions:



**Electronic:**

Manifest (NPI 1811205081)



**Phone:**

888-770-4009



**Fax:**

866-226-9133

## **Q: How Long Will It Take To Receive My Medications Via Free Home Delivery?**

**A:** Once your prescriptions are received, the pharmacy will contact you within 72 hours to set up your order via text and email. Orders are then shipped via USPS with tracking.

## **Q: What If I Need An Urgent Medication Like An Antibiotic?**

**A:** No problem! Have your provider send your prescription to your preferred retail pharmacy and show your Urgent Care medication card. The pharmacy will process for \$0.

## **Q: What If My Medication Is Not On The Free Formulary?**

**A:** We can still help. Login to the portal and grab your Discount Medication Card. Present to the retail pharmacy and save up to 80%!

## **Q: How Do I Get In-Touch With Someone If I Need Help?**

**A:** Only 2 phone numbers to remember:

**888-770-4009:** Questions about your home delivery / mail order prescriptions.

**888-689-5770:** Anything else including portal issues, program details or retail pharmacy questions.