



MEDICA®

Administered by Walgreens Mail Service  
for Medica Members

Mail Service Pharmacy  
Prescription Order Form



## MAIL SERVICE PHARMACY TIPS

---

- Complete registration form.
- New prescriptions must be mailed to the mail service pharmacy or faxed from your doctor's office on the Walgreens Mail Service doctor fax form.
- For long-term medications you need right away: ask your doctor for two prescriptions—one for a small supply to fill at a participating retail pharmacy and one for a long-term supply to fill through the mail.
- If two or more prescriptions are sent in for multiple family members, the prescriptions will be shipped, as a single order, to an adult family member at the address given on the order form. If you prefer different shipping arrangements for privacy or other reasons, please contact our Customer Care Center.
- Most orders are shipped by U.S. Postal Service. Controlled substances may require an adult signature upon receipt. Packaging does not show any indication that medications are enclosed.
- Include payment, if applicable to avoid any delays. Please do not send cash.
- Make checks payable to Walgreens Mail Service. Credit cards accepted.
- Allow 2 weeks for delivery.
- To save time, please ask your doctor for a new written prescription. Upon request, Walgreens Mail Service will attempt to transfer prescriptions with refills remaining. Please call our Customer Care Center.

### Customer Care Center:

**1-800-745-6289** (TTY: 1-800-573-1833)

Monday–Friday 8:00 a.m. - 10:00 p.m. (Eastern)

Saturday–Sunday 8:00 a.m. - 5:00 p.m. (Eastern)

### Refills by Phone:

**1-800-RX-REFILL (1-800-797-3345)**

(en español: 1-800-778-5427)

### Internet:

**[www.walgreensmail.com](http://www.walgreensmail.com)**

*This brochure only highlights your mail service pharmacy benefit.  
In case of any discrepancy between this brochure and the legal documents describing the plan, the legal documents govern.*

*Medica® is a registered service mark of Medica. "Medica" refers to the family of health plan businesses that includes Medica Health Plans, Medica Health Plans of Wisconsin, Medica Insurance Company, and Medica Self-Insured.*