

You have been taking your new maintenance medication for three months, and you show up to the local pharmacy and the pharmacist states, 'I'm sorry but I cannot fill this prescription, your health plan rejected the prescription because it is mandatory mail.' Although the term "mandatory" may have a negative ring, your Plan's Mandatory Mail Program is designed to provide cost-effective use of medications.

Mail-service is recommended for prescriptions that you use on a regular or chronic basis, otherwise referred to as maintenance medications. If you need immediate relief from a pain medication or antibiotic, you still have the ability to have your prescription filled at a retail network pharmacy.

What is Mandatory Mail?

After you have had three (3) fills of a particular maintenance medication at a retail pharmacy, all future prescription refills for that medication **must be obtained** through PRxN mail-service pharmacy.

Your Plan allows for three (3) retail fills to ensure that you can tolerate the medication, with no side effects that would cause you to stop taking the medication. This retail benefit ensures that you are having a positive therapeutic response/outcome to the particular medication prior to obtaining a larger ("maintenance") supply, your "trial" on the new medication. Once you are "stable" on the medication, all future refills at a retail pharmacy would be denied and you would need to obtain your medication through PRxN mail-service pharmacy.

The PRxN mail-service pharmacy is your least expensive option when not using a retail network pharmacy. Plus, it has several other advantages. It's safe, convenient and easy to use even when you're traveling or if you move.

You may receive up to a 90-day supply for most medications through the mail-service pharmacy. This 90-day supply minimizes your out-of-pocket costs and the medications will be delivered directly to your home or office.

Once you're registered, refills may be requested by mail, phone or online and PRxN can assist in transferring your maintenance prescriptions.

What are some of the advantages of Mandatory Mail-Service?

Savings... Get up to three times the quantity of medications for your money, compared to the same prescriptions at a retail network pharmacy. And, there's no charge for standard shipping and handling. Plus, this helps save your employer precious healthcare dollars.

Safety... If you're taking multiple medications on a regular basis, PRxN tracks your medication: prescription strength, dosage and potential interactions are checked against your medication profile each time the prescription is processed.

Convenience... Avoid driving to a local retail network pharmacy and waiting in line. You can fill prescriptions by mail, phone, fax or online 24 hours a day, seven days a week. For long-term prescriptions that you need to start right away, ask your provider to write two prescriptions. The first can be filled immediately at a retail network pharmacy for a week supply and the other can be sent to the PRxN mail-service.