



Savings with Generics

Generic medications offer the same benefits as their brand-name counterparts and usually cost significantly less. We review every prescription order to see if there is a less-expensive generic medication available. It is standard pharmacy practice to substitute generic equivalents for brand-name medications. Walgreens will dispense a generic equivalent if it's available and permitted by your prescriber. If you do not want a generic equivalent or have questions regarding your mail service prescription(s), please call our Customer Care Center.

Privacy and security

The information you provide us is kept confidential in accordance with HIPAA and other applicable state privacy laws. In addition, we use technology that is designed for use with secure Web servers. This technology ensures that your personal, health, prescription and credit card information cannot be accessed when submitted over the Internet.

Mail prescriptions to:
Walgreens
P.O. Box 29061
Phoenix, AZ 85038-9061

Walgreens Customer Care Center
877-347-3216
TTY: 800-925-0178

Hours of operation:
24 hours a day, 7 days a week

En español: 877-347-3216
TTY: 800-925-0178

For more information, visit:
Walgreens.com/harvardpilgrim

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MAIL SERVICE PHARMACY



Medication delivery for the
members of:

**Harvard Pilgrim
Health Care**

Walgreens
AT THE CORNER OF **HAPPY & HEALTHY™**

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AT THE CORNER OF **HAPPY & HEALTHY™**



Your pharmacy benefit includes mail service, offering you convenient delivery of your maintenance medications from Walgreens to the location of your choice.

Maintenance medications are used to treat chronic (long-term) conditions. You may receive up to a three-month supply or the maximum allowed by your plan.

Getting Started

It's easy to register and order your first prescription.

Online: Register at [Walgreens.com/harvardpilgrim](https://www.walgreens.com/harvardpilgrim). From the registration confirmation page, follow the instructions to submit your new prescription.

By mail: Complete the registration form included with your enrollment packet. Mail the form along with your original prescription.

By phone: Call our Customer Care Center and have your insurance information handy.

Additional ordering options after registration. Ask your prescriber to fax or e-prescribe your new prescription.*

- **Fax:** Use the enclosed fax form or log in to your online account to print a prescriber fax form. Give the form to your prescriber to complete and fax to the number listed on the form.
- **E-prescribe:** If your prescriber has the technology to submit prescriptions electronically, request that he or she do so.

If you need your medication right away. Request two prescriptions from your prescriber: one for an initial short-term supply (e.g., 30-day supply or the amount allowed by your plan) that your local pharmacy can fill immediately and one for a 90-day supply with three refills (or the maximum amount allowed by your plan) for your doctor to submit to Walgreens.

Free standard shipping. Please allow 10 business days from the time you place your order until you receive it at the address you specified.

Convenient Auto Refills

For an added convenience, you can choose to have your refills processed automatically. All you need to do is check the Automatic Refill option on your order form. We will process your order and bill the credit card you placed on file with us.

Please note: By law, medications cannot be returned once they are dispensed from our pharmacy. If you need to cancel or modify your next Automatic Refill, notify us three weeks prior to your next refill date. Doing so may allow you to avoid unnecessary charges.

Flexible Payment Options

Payment in full—by credit card or check—is required with every prescription order. We accept all major credit cards. For your convenience, we can keep your credit card on file for future orders by adding it to your secure online account. Simply complete the fields on your registration form or call our Customer Care Center.

*By law, prescription fax forms and e-prescriptions are valid only if sent from a prescriber's office.