



Generics

The WTC Health Program Prescription Drug Plan is a generic plan. Therefore, your prescription will be filled with a FDA-approved generic drug if there is one available. The WTC Health Program will not cover the brand alternative unless your doctor has specifically requested the brand name by writing "Dispense as Written" on your prescription. While generic medications offer the same benefits as their brand-name counterparts, we encourage you to discuss any questions about your medications with your doctor.

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
888-516-8010
TTY: 800-573-1833

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

En español: 800-778-5427
TTY: 877-220-6173

For more information, visit:
Walgreens.com/wtc

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WI0015-0413



MAIL SERVICE PHARMACY



Medication delivery for the
members of:

**World Trade Center
(WTC) Health Program**

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

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

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/wtc. 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.

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.



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