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

Online: register at AllianceRxWP.com/register. When you have completed registration, the confirmation page includes instructions about how to order your prescription.

By mail: complete the registration form and mail it, along with your original prescription, to the address on the form.

By phone: call our Customer Care Center and have your insurance information ready.

For additional ordering options after registration, have your doctor e-prescribe or fax your new prescription. *

• E-prescribe*: have your prescription sent electronically by your doctor.

• Fax*: have your doctor fill out a fax form and fax it to the number on the form. It can be found online at AllianceRxWP.com/home-delivery.

If you need your medication right away, ask your doctor for two prescriptions:

• Short-term supply — example: 30-day supply or the amount allowed by your prescription plan — your local pharmacy can fill right away.

• 90-day supply with three refills — or the most amount allowed by your prescription plan — for your doctor to send to AllianceRx Walgreens Pharmacy.

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

Using Auto Refill†
To make ordering even easier, you can choose to have your refills filled automatically. Choose the Auto Refill option on your order form. We will fill your order and bill the credit card you provided.

By law, medications cannot be returned once they are dispensed from our pharmacy. If you need to cancel or change your next Auto Refill, contact us three weeks before your next refill date.

Flexible Payment Options
We must have full payment — by credit card or check — with every prescription order. We accept all major credit cards. You can keep your credit card on file for future orders by adding it to your online account. To set this up, choose one of these options:

• Add the information to your online account.

• Call our Customer Care Center.

Saving With Generics
Generic medications offer the same benefits as their brand-name counterparts and may cost much less. We review every order to see if there is a less expensive generic medication available. It’s standard pharmacy practice to substitute generic medications that work the same way and are approved by the Food and Drug Administration. AllianceRx Walgreens Pharmacy will dispense a generic equivalent if it’s available and permitted by your doctor. If you do not want a generic equivalent or have questions regarding your home delivery prescription, please call our Customer Care Center.

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

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

†Subject to plan design. FOR CALIFORNIA PATIENTS: Before AllianceRx Walgreens Pharmacy can turn on Auto Refill for California patients, patients must agree in writing or by electronic notice. Enrollment will remain active for one year from the date you selected.

Call us for help:
TTY: 877-220-6173

Learn More: AllianceRxWP.com/home-delivery

Medical Prescription: AllianceRx Walgreens Pharmacy

15400 W. 6th St., Suite 200
Leawood, KS 66211

Phone: 800-925-0178

Customer Care Center:
TTY: 800-653-0178

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

En español:
TTY: 800-778-5427

Mail Prescriptions: AllianceRx Walgreens Pharmacy

P.O. Box 29061
Phoenix, AZ 85038-9061

Customer Care Center:
TTY: 800-345-1985

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

En español:
TTY: 877-220-6173

Learn More: AllianceRxWP.com/home-delivery