



Prescription Delivery Service Information

Prescription Delivery Service offers free delivery of medications to a convenient place – home, work, or doctor's office. We recommend this service if you take a medication on an ongoing basis. Here's what you need to know to use the service.

REGISTERING

Get started by registering for Prescription Delivery Service. You'll need to provide insurance, contact, payment, and health information for you and your covered dependents.

Online: For 24/7 access to your benefit and prescription information, register at www.WellDyneRx.com.

By Mail: Complete the Prescription Delivery Service Registration Form and mail to:

WellDyneRx, P.O. Box 90369, Lakeland, FL 33804

SENDING PRESCRIPTIONS

Your doctor must write your prescription for a 90-day supply (or the number of days your plan allows for mail service). There may be limitations on some medications, such as controlled medications, due to state and federal laws. Send your prescriptions to WellDyneRx:

Electronically: This is the quickest way to fill your prescription. Ask your doctor to electronically send your prescription to WellDyneRx Prescription Delivery Service.

By Fax: 1-888-830-3608 or 1-877-221-1259. Only prescribers may fax prescriptions to a pharmacy.

By Mail: Write your Member ID and patient's date of birth on the prescriptions, and mail original prescriptions to:

WellDyneRx, P.O. Box 90369, Lakeland, FL 33804

ORDERING PRESCRIPTIONS

WellDyneRx offers several easy ways to order your prescriptions. We will send a reminder when it's time to refill your prescription. The best time to order refills is when you have a 14-day supply of your medicine left.

Online: Order refills at www.WellDyneRx.com.

By Mail: Mail the reorder form included in every prescription shipment or original prescriptions with Member ID and patient's date of birth to:

WellDyneRx, P.O. Box 90369, Lakeland, FL 33804

By Phone: Order through the WellDyneRx automated phone system at 1-888-479-2000, press 2. To access your account, you will be prompted to enter your date of birth, zip code and phone number.

By Mobile App: Order refills from the WellDyneRx mobile application. Go to mobileapp.welldynrx.com, or search for "WellDyneRx" in the iTunes App Store or Google Play Store.

PAYMENT

Payment is required with every prescription order. WellDyneRx accepts Visa, MasterCard, American Express, Discover, check, check by phone, or money order. We also accept payment cards for flexible spending and health savings accounts. For your convenience, we can keep your payment card on file for future orders by adding it to your secure account. Once you have registered, you can add or update your payment cards online or through our automated phone system.

MEDICATION PREFERENCE

WellDyneRx substitutes FDA-approved generic equivalent drugs for any brand name medications ordered, if available and permitted by your doctor. A generic drug is a variation of a brand name that has the same effectiveness, quality, safety, and strength, as confirmed by the FDA. If you prefer to receive only brand medications and pay the additional cost, please contact Member Services.

PRESCRIPTION ORDER STATUS

WellDyneRx provides email alerts to track the status of your prescription orders. Select "email" for your contact preference to receive specific order information, refill reminders, and shipment notification, including the estimated delivery date of your order. We offer automated phone messages for select order statuses and refill reminders.

MEMBER SERVICES

Member Services representatives are available 24 hours a day, 7 days a week to answer questions and help with prescription orders.

By Phone: 1-888-479-2000
1-800-900-6570 TTY

By Email: MemberServices@welldynrx.com.
Please allow one business day for a response to your email.

Pharmacists are available for consultations 24 hours a day, 7 days a week if you have questions about your medication, including how to take it, what to do if you miss a dose, side effects or drug interactions. For medical emergencies, please call 911.

By Phone: 1-888-479-2000
1-800-900-6570 TTY

By Email: pharmacist@welldynrx.com
Please allow one business day for a response to your email.



Prescription Delivery Service Registration Form

Please use this form to register, add dependents, or update information. Send completed form to WellDyneRx, P.O. Box 90369, Lakeland, FL 33804.

INSURANCE CARDHOLDER INFORMATION

Last Name	First Name	Middle Int	Date of Birth
Billing Address	City	State	Zip Code
Shipping Address (<input type="checkbox"/> Same as Billing Address)	City	State	Zip Code
Home Phone	Cell Phone	Email Address (to receive information about your prescription orders)	
Contact Preference (select one): <input type="checkbox"/> Email <input type="checkbox"/> Automated Phone Message			
Group Name (Primary)	Group Name (Secondary)		
Group ID#	Member ID#	Group ID#	Member ID#

ALLERGIES AND HEALTH CONDITIONS

For your safety, WellDyneRx requires allergy and health condition information for you and your dependents before dispensing medication. Please enclose additional family member information on a separate piece of paper.

Cardholder Information		Dependent Information		Dependent Information	
First & Last Name		First & Last Name		First & Last Name	
		Relationship to Cardholder		Relationship to Cardholder	
Date of Birth	<input type="radio"/> Male <input type="radio"/> Female	Date of Birth	<input type="radio"/> Male <input type="radio"/> Female	Date of Birth	<input type="radio"/> Male <input type="radio"/> Female
Drug Allergies	Health Conditions	Drug Allergies	Health Conditions	Drug Allergies	Health Conditions
<input type="radio"/> No Known	<input type="radio"/> No Known	<input type="radio"/> No Known	<input type="radio"/> No Known	<input type="radio"/> No Known	<input type="radio"/> No Known
<input type="radio"/> Amoxicillin	<input type="radio"/> Asthma	<input type="radio"/> Amoxicillin	<input type="radio"/> Asthma	<input type="radio"/> Amoxicillin	<input type="radio"/> Asthma
<input type="radio"/> Aspirin	<input type="radio"/> Bleeding Disorder	<input type="radio"/> Aspirin	<input type="radio"/> Bleeding Disorder	<input type="radio"/> Aspirin	<input type="radio"/> Bleeding Disorder
<input type="radio"/> Cephalosporins	<input type="radio"/> COPD	<input type="radio"/> Cephalosporins	<input type="radio"/> COPD	<input type="radio"/> Cephalosporins	<input type="radio"/> COPD
<input type="radio"/> Codeine	<input type="radio"/> Depression	<input type="radio"/> Codeine	<input type="radio"/> Depression	<input type="radio"/> Codeine	<input type="radio"/> Depression
<input type="radio"/> Erythromycin	<input type="radio"/> Diabetes	<input type="radio"/> Erythromycin	<input type="radio"/> Diabetes	<input type="radio"/> Erythromycin	<input type="radio"/> Diabetes
<input type="radio"/> Penicillin	<input type="radio"/> GERD/Ulcer	<input type="radio"/> Penicillin	<input type="radio"/> GERD/Ulcer	<input type="radio"/> Penicillin	<input type="radio"/> GERD/Ulcer
<input type="radio"/> Sulfa	<input type="radio"/> Heart Disease	<input type="radio"/> Sulfa	<input type="radio"/> Heart Disease	<input type="radio"/> Sulfa	<input type="radio"/> Heart Disease
<input type="radio"/> Tetracyclines	<input type="radio"/> High Cholesterol	<input type="radio"/> Tetracyclines	<input type="radio"/> High Cholesterol	<input type="radio"/> Tetracyclines	<input type="radio"/> High Cholesterol
<input type="radio"/> Other (Use space below)*	<input type="radio"/> Hypertension	<input type="radio"/> Other (Use space below)*	<input type="radio"/> Hypertension	<input type="radio"/> Other (Use space below)*	<input type="radio"/> Hypertension
	<input type="radio"/> Liver Disease		<input type="radio"/> Liver Disease		<input type="radio"/> Liver Disease
	<input type="radio"/> Renal Disease		<input type="radio"/> Renal Disease		<input type="radio"/> Renal Disease

*Please Specify Patient and Other Drug Allergies

Medication Preference: WellDyneRx will substitute generic equivalent drugs for brand medications ordered if available and permitted by your doctor. A generic drug has the same effectiveness, quality, safety, and strength, as confirmed by the FDA. Please indicate your preference for brand or generic drugs. If no box is checked, WellDyneRx will substitute generic drugs.

Substitute generic drugs if available and permitted by my doctor. I want to receive brand medications only. I understand that brand medications may be more expensive.

Signature _____ Date _____