

## Getting Started

- Ask your health care practitioner to write prescriptions for a 90-day supply for the drugs you need to have filled. If you wish, you can have your health care practitioner call, fax or e-scribe your prescriptions to the PBM Plus Mail Service Pharmacy.
- Complete the order form provided and return it as instructed, via fax or mail.
- Provide appropriate credit card information or enclose a check for the cost of the prescriptions you are having filled and mail it along with your prescriptions and your completed order form.
- When mailing prescriptions to us, please allow 10–14 days for your prescriptions to be delivered to your home. Expedited service is available at nominal charges.
- For refills, use the convenient order form provided with your last order, or phone the toll free number: 1-800-736-0403, or order your refills on-line at [www.pbmplus.com](http://www.pbmplus.com) and select "Mail Order Refills On Line"

## New Prescriptions

When you need to have a new prescription filled by the PBM Plus Mail Service Pharmacy, you will need to contact your health care practitioner and ask him/her to write the prescription for up to a 90-day supply. The PBM Plus Mail Service Pharmacy will fill prescriptions for smaller quantities but your savings will be greatest if the prescription is for a 90-day supply.

If your medication is needed immediately or if it is not a maintenance medication, we recommend that you, have it initially filled at retail unless your pharmacy benefit requires use of mail order for the medication.

When paying by credit card you may order new prescriptions via fax or telephone. When using the fax or phone option, your health care practitioner will need to phone, fax or e-scribe any new prescriptions to the PBM Plus Mail Service Pharmacy.

**Please Note: State pharmacy regulations only permit new prescriptions to be phoned-in, e-scribed or faxed to a pharmacy by the health care practitioner's office that authorized the prescription.**

## Convenience

**Home Delivery** - When you have a prescription filled at the PBM Plus Mail Service Pharmacy you will enjoy the convenience of having your prescription delivered to your home or office (if you so choose). This service is especially valuable during bad weather or when it is inconvenient or difficult to travel.

**Refill reminders** – The PBM Plus Mail Service Pharmacy may periodically send you refill reminders for prescriptions that are due to be refilled.

**Refills on demand** – You can order your refills in three convenient ways:

- **Use the re-order form** that is included with each order you receive from the PBM Plus Mail Service Pharmacy. The form can be faxed or mailed.
- **Telephone** – Call the toll free number and talk directly to a customer service representative who will take your order: **1-800-736-0403**
- **Internet** – Enter your prescription refills via the Internet at [www.pbmplus.com](http://www.pbmplus.com) and choose "Mail Order Refills On Line"

**Easy ordering of new prescriptions** – You can order your new prescriptions by:

- Asking your health care practitioner's office to call our physician line: **1-800-325-3646**
- Asking your health care practitioner's office to FAX them to the PBM Plus Mail Service Pharmacy at: **1-888-868-2854**
- Mailing them to the PBM Plus Mail Service Pharmacy by following the directions in this brochure.



**PBM Plus, Inc.**  
An Omnicare Company

**300 TechneCenter Drive, Suite C  
Milford, OH 45150**

**Customer Service: 1-800-736-0403  
FAX: 1-888-868-2854**

# Your Guide to Using the PBM Plus Mail Service Pharmacy



**How to have your  
prescriptions  
filled at the  
Mail Service Pharmacy**

**It's easy and convenient  
And provides savings!**

# HOW TO USE YOUR MAIL ORDER BENEFIT

## TO ORDER BY MAIL

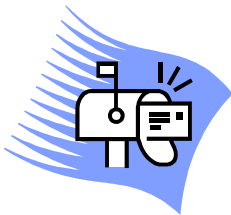
Allow ten to fourteen days for your order to arrive\*

1. Complete all applicable sections on the order form. To avoid delays in processing your order please print **clearly**.
  - a. If applicable, indicate clearly which refill prescriptions you are ordering. Write the refill information in the spaces provided on the order form.
  - b. Indicate any changes (i.e. address, telephone, etc.) to your personal information.
  - c. Verify that all applicable sections requiring a signature have been signed.
2. Place the order form, any new prescriptions, any additional paperwork and check or money order (if not paying by credit card) into an envelope (the PBM Plus order form has a self-addressed envelope attached) and seal.
3. Address the envelope to:

**PBM Plus Mail Service  
300 TechneCenter Drive  
Suite C  
Milford, OH 45150**
4. Add your return address to the envelope.
5. Attach appropriate postage and mail.

## Discreet Packaging

Your medications are carefully packed and will arrive in a non-descript package with no mention of pharmacy or medication. Our return address name is listed as "PBM Plus MSP".

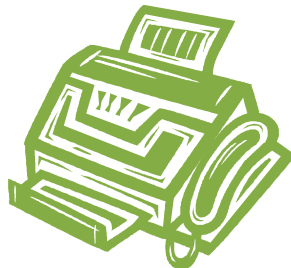


## TO ORDER BY FAX

Allow five to seven days for your order to arrive \*

1. Complete all applicable sections on the order form. Be sure to print **clearly** and make sure the printing is dark.
  - a. Indicate clearly which refill prescriptions you are ordering. Write the refill information in the spaces provided on the order form.
  - b. Indicate any changes (i.e. address, telephone, etc.) to your personal information.
  - c. Be sure that the credit card section is complete and accurate.
  - d. Verify that all applicable sections requiring a signature have been signed.
2. If your order is for a new prescription:
  - a. Clearly indicate the name of the medications (if you know them) that will be coming from your healthcare practitioner
  - b. The number of prescriptions expected
  - c. The name of the healthcare practitioner that will call or fax the prescriptions to the PBM Plus Mail Service Pharmacy
3. FAX the order form and any additional paperwork to: 1-888-868-2854

**Remember that you cannot fax new prescriptions to us; they must come from your health care practitioner's office.**



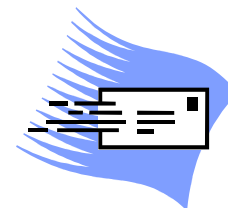
## TO ORDER BY PHONE

Allow five to seven days for your order to arrive\*

1. Have all information requested on the order form available for the person taking your order.
2. Inform the customer service representative taking your order of any changes (i.e. address, telephone, etc.) to your personal information.
3. Provide the credit card information for the credit card to which you will be charging this order.
4. If applicable, have the prescription number and name of each medication you are ordering.
5. Provide the healthcare practitioner's name who will be calling in a new prescription.
6. Provide the names (if you know them) of any new medications your healthcare practitioner will be calling in, e-scribing or faxing to us.
7. Call the PBM Plus Mail Service Pharmacy at: **1-800-736-0403**

## E-mail Order Confirmation

When you provide us with your e-mail address, you will be notified and provided with a tracking number when your order has been filled and moved to our shipping area. Once the order is in our shipping area it will be released to the shipping carrier (United States Post Office or UPS) within one working day.



**We do not use your e-mail address for marketing purposes and do not share it with anyone.**

\* Delivery times vary by distance from Milford, OH as well as certain times of the year; PBM Plus is not able to control delivery times to and from our office.