



MEDICAL MUTUAL®

Mail Order Made Easy



Mail Order* is convenient, easy and safe:

- Receive up to a 90-day supply of your medication delivered to your home with free standard shipping.
- Fill your prescriptions four times a year instead of 12. Plus, split the cost into three equal payments using the Extended Payment Program, if needed.
- Pay for your prescriptions securely with any major credit card, debit card, check or money order, by phone, mail or online.
- Pharmacists are available 24/7 to help answer your prescription questions. Call the Rx Member Services number on your member ID card.

* Administered by Express Scripts, your pharmacy benefit manager, on behalf of Medical Mutual.®

Frequently Asked Questions about Mail Order Medications

Q: How do I get started with mail order?

A: Ask your doctor or health provider to write a prescription for up to a 90-day supply of your long-term medications, plus three refills, if appropriate. Your provider can send your prescription electronically to Express Scripts. Or, you can mail your prescription and payment with the completed mail-order form.

Q: When will I receive my prescriptions?

A: Usually within eight business days of the mail-order pharmacy receiving your order.

Q: How do I refill my mail-order prescriptions?

A: Reorder prescriptions by mail, phone or online by accessing the Express Scripts website through My Health Plan on [MedMutual.com/member](https://www.MedMutual.com/member).

Q: How can I save money on my prescriptions?

A: Your plan may include a lower cost share (copay or coinsurance) if you fill your prescriptions by mail instead of at a retail pharmacy. Also, check the Price a Medication tool on the Express Scripts website (accessed through My Health Plan) to see if lower-cost alternatives are available, such as generics. Then talk to your provider about switching.

For all other mail-order pharmacy questions, call the Rx Member Services number on your ID card.