



Mail service that makes life
easier

SERVE YOU 
DIRECT

Serve You DirectRx Pharmacy saves you time and money by delivering the medications that you take regularly for chronic conditions right to your door.

Learn more
on next page





Getting Started is as easy as

1 Go to **SERVE-YOU-RX.com**

2 Download the **New Prescription Mail-In Order Form** or **Prescription Transfer Form**

3 Complete the form and mail it along with the original prescription and copay to:
Serve You DirectRx Pharmacy
P.O. Box 26096
Milwaukee, WI 53226

How to transfer prescriptions

Call Serve You DirectRx Pharmacy (Serve You DirectRx) and provide the following:

- Name and phone number of current pharmacy
- Prescription name and number found on medication label
- Prescriber name and phone number
- Number of refills remaining

You can also complete and mail the *Prescription Transfer Form*, available for download from our website, serve-you-rx.com.

How to refill your prescriptions

There are four easy ways to get your refills if your prescription has been filled by us previously.

- Enroll in *EZAutoFill*, a free service that automatically refills your prescription based on an estimated supply remaining and mails it to you at no charge. You only pay the cost of your copay. (*This service is not available to patients using Medicare.*)
- Use *EZRefillRx* available 24/7 through our website.
- Call 800-759-3203 and use our 24/7 automated refill service. Please have your prescription number and payment information available.
- Complete and mail the order form included with your previous shipment.

Payment information

Serve You DirectRx accepts all major credit cards, Flexible Spending Account cards, Health Savings Account cards, and personal checks. Please note your form of payment on your order or call us with the debit/credit card information you would like us to use for copays.

Shipping

Standard home delivery is provided at no charge. Serve You DirectRx uses secure and confidential packaging that is tamper evident and weather resistant. Most orders are filled within two business days and mailed first class. Orders that require special handling are shipped express delivery (e.g., UPS).

Questions? Serve You DirectRx customer service is available 364 days per year, and Serve You DirectRx pharmacists are available 24/7 to answer questions about your mail order medications.

Simply call **800-759-3203**.

Frequently Asked Questions about Home Delivery

of your maintenance medications from Serve You DirectRx



1. When do I use Serve You DirectRx and when do I use my local pharmacy?

Serve You DirectRx is an easy and convenient way to obtain and save money on the medications you take on a regular basis (e.g. drugs for high blood pressure, diabetes, high cholesterol, heart conditions, asthma, arthritis, birth control, etc.). Your prescription insurance card should be used at your local pharmacy when there is an immediate need for medication to treat an acute condition (e.g. antibiotics for an infection). Your local pharmacy is also a resource when you are first starting a medication that you eventually want to have filled through our mail service.

2. How long will it take to receive my mail order?

Most orders are processed and shipped out of our pharmacy within two business days. The additional time needed for delivery is dependent on the mail carrier service. We send standard orders first class using the United States Postal Service. Orders requiring special handling (e.g., refrigerated medications) are shipped using express services, such as UPS. If you are mailing an order form to refill your prescription, we recommend that you do so when you have at least two weeks supply remaining of your medication.

3. Can I order refrigerated items or controlled substances through your mail service?

Yes, items requiring refrigeration are shipped overnight in special packaging that keeps the medication at the required temperature. Controlled substance orders can be filled, however, individual state regulations may apply.



CONVENIENT AND CONFIDENTIAL

- Free standard home delivery.
- Most prescriptions are shipped the same day the order is received.
- Packaging is secure, confidential, weather resistant, and tamper evident.

We are here to
serve you.

4. What are generic drugs?

Generic drugs contain the same active ingredients as their brand-name counterparts and can be considerably less expensive. Therefore, an FDA-approved generic equivalent will be dispensed whenever possible based on availability and your prescriber's approval.

5. Can I get a brand-name drug when a generic version is available?

If you choose to have your prescription filled with a brand-name drug when a generic is available, you may be subject to a higher cost or copay for the medication. We recommend that you ask your prescriber or pharmacist if a generic is available for your medications, as this may provide considerable cost savings for you.

6. What is a preferred drug?

Your prescription drug insurance plan has established a formulary or preferred drug list (PDL). Preferred drugs are brand-name drugs that are listed on the PDL. Non-preferred brand-name drugs have higher coinsurance than preferred brand-name drugs. You will be charged the non-preferred brand copay if your drug is not on the PDL or if your prescriber insists on dispensing a brand-name drug when a generic is available.

7. What will my package from Serve You DirectRx look like? What materials are used to prepare and package my medications?

Our packaging methods are effective in getting your medication to you safely, securely, and discreetly. Our pharmacy uses an array of packaging materials, including mylar polybags, boxes, coolers, gel packs, bubble wrap, and paper void fill. Our secure and confidential packaging also protects against weather and tampering.

8. Who do I contact if I have a question about my prescription?

If you have a question about your prescription, call us at 800-759-3203. We have customer service representatives available 364 days per year and our pharmacists are available 24 hours per day, seven days per week to answer questions about medications dispensed by Serve You Rx mail service pharmacies.

**Get
started
today!**



Simply call Serve You DirectRx Pharmacy at **800-759-3203** and give the customer service representative your current pharmacy's phone number and your prescription number.

OR



Call your prescriber and request that an electronic prescription be sent or faxed to:

Serve You DirectRx Mail Order
10201 Innovation Drive, Suite 600
Milwaukee, WI 53226

FAX 866-494-0364