



### Savings with generics

Generic medications offer the same benefits as their brand-name counterparts and may cost much less. We look at every order to see if there is a less-expensive generic medication available. It is standard pharmacy practice to substitute generic medications that work the same way (generic equivalents) for brand-name medications. AllianceRx Walgreens Prime will dispense a generic equivalent if it is 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 and security

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

**Mail prescriptions to:**  
AllianceRx Walgreens Prime  
P.O. Box 29061  
Phoenix, AZ 85038-9061

**AllianceRx Walgreens Prime  
Customer Care Center:**  
800-345-1985  
TTY: 800-573-1833

**Hours of operation:**  
24 hours a day, 7 days a week

**En español:** 800-778-5427  
TTY: 877-220-6173

**For more information, visit:**  
[alliancexwp.com/home-delivery](http://alliancexwp.com/home-delivery)



**allianceRx**  
*Walgreens* + PRIME

# Home delivery pharmacy

**allianceRx**  
*Walgreens* + PRIME



Your prescription insurance plan includes having your maintenance medications shipped from AllianceRx Walgreens Prime to your home or other location of your choice.

Maintenance medications are used to treat chronic (long-term) conditions. You may get up to a three-month supply or the most allowed by your prescription plan.

## Getting started

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

**Online:** Register at [alliancerxwp.com/home-delivery](http://alliancerxwp.com/home-delivery). When you are done registering you will see a confirmation page. This page will tell you 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 at 800-345-1985 and have your insurance information handy.

**Additional ordering options after registration.** Ask your doctor to e-prescribe or fax your new prescription.\*

- **E-prescribe:** E-prescribing is sending prescriptions electronically. If your doctor is able to, ask them to use e-prescribe.
- **Fax:** Use the enclosed fax form or log in to your online account to print a prescriber fax form. Give the form to your doctor to fill out and fax to the number on the form.

**If you need your medication right away.** Ask your doctor for two prescriptions:

- One for a short-term supply (for example, a 30-day supply or the amount allowed by your prescription plan) that your local pharmacy can fill right away.
- One for a 90-day supply with three refills (or the most amount allowed by your prescription plan) for your doctor to send to AllianceRx Walgreens Prime.

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

## Auto Refills<sup>†</sup>

To make ordering even easier, you can choose to have your refills filled automatically. All you need to do is check the Auto Refill option on your order form. We will fill your order and bill the credit card you gave us.

**Please note:** By law, medications cannot be returned once they are dispensed from our pharmacy. If you need to cancel or change your next Auto Refill, let us know three weeks before your next refill date. By doing that, you may be able to avoid unnecessary charges.

## Flexible payment options

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

1. Add the information to your online account
2. Complete the fields on your registration form
3. Call our Customer Care Center at 800-345-1985

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

<sup>†</sup>Subject to plan design.