



320 S. POLK STREET, SUITE 200, AMARILLO, TEXAS 79101

Welcome to MaxorPlus and Maxor Mail Order Pharmacy! **Below are frequently asked questions and answers about our Mail Order Program.**

How do I register with Maxor Mail Order Pharmacy?

There are multiple ways to order prescriptions from Maxor Mail Order Pharmacy. Once you receive your ID card, you have several options:

- You may go online and activate your mail order account at www.maxorplus.com.
- You may fill out the MAIL ORDER FORM that is available on the website, and mail it to the pharmacy, along with your prescription and payment. You may also contact customer service to have a MAIL ORDER FORM mailed to your address of choice.
- You may call our toll-free (800) 687-8629 and speak to a Member Advocate who will help you activate your mail order account.

How do I pay for my prescriptions?

- If an online mail order account has been activated, the credit/debit card saved securely will be used to process payments on new and existing refill prescriptions.
- If you are mailing in your prescriptions, you can send a check, money order, or credit/debit card information along with your MAIL ORDER FORM. Orders cannot be processed without payment.

How will my prescription order be mailed to me?

- Your medications are generally delivered via first-class mail by the US Postal Service.
- We also offer expedited shipping through UPS or FedEx for an additional fee. **Please note that UPS or FedEx requires a physical address and will not deliver to PO Boxes.**
- Refrigerated medications, such as insulin, are shipped Second Day UPS or FedEx at no additional cost to you.

How long does it take to receive my prescriptions?

- Please allow 7-14 days from when you send your request to receive your medications.

What happens if my prescription requires a prior authorization?

- If your prescription claim rejects at Maxor Mail Order due to a prior authorization, we will obtain the necessary information to process the request and reach out to you if needed.
- It is sometimes necessary for us to contact your physician for additional information. Typically this process takes 24-48 hours, depending on how quickly the required information is obtained from your physician.
- You may call MaxorPlus Member Services at (800) 687-0707 if you have any questions regarding the status of a prior authorization request.

What happens when my prescription is out of refills?

- When your prescription has no refills remaining, we will contact the prescribing doctor for a new prescription.
- If you have changed physicians since you last filled your prescription, you will need to contact your physician to request a new prescription.

May I transfer my prescription from my local pharmacy?

- Yes, in most cases. Members should contact MaxorPlus Member Services at (800) 687-8629 and speak with a Member Advocate to transfer prescriptions to Maxor Mail Order Pharmacy.

May I fax or email new prescriptions?

- Only your doctor can fax, electronically submit, or call in new prescriptions.

How do I refill my prescriptions?

There are several options available for ordering refills:

- You may refill your prescriptions on our website at www.maxorplus.com once you have registered. Please choose REFILL PRESCRIPTIONS under the Member Services Section.
- Members can call (800) 687-8629 and follow the menu instructions to refill their medications or to speak with a Member Advocate about your refills.
- You may print a MAIL ORDER FORM from the MaxorPlus website and mail it to the pharmacy, along with your prescription and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Our mailing address is: Maxor Pharmacies, P.O. Box 32050, Amarillo, Texas 79120-2050.

Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with an 11, found at the top left corner of your prescription bottle. It remains the same until your refills run out. When you get a new prescription from your doctor for the same drug, it is assigned a new prescription (Rx) number.

What happens if I need my refill and it is too soon to fill?

- We will mail your prescription on the earliest available refill date upon request if the medication is available for refill within 30 days.
- Your plan requires members use 75% of the most recent refill before you can refill again. **The earliest refill date is printed at the lower left of your prescription bottle.**

Helpful Tips:

There are times when a new prescription is needed by the pharmacy. The most common reasons which require Maxor Mail Order to obtain a new prescription include having no refills remaining, dosage increases, or new medications that your doctor prescribes. We will reach out to you or your physician when necessary.

Make sure your address is correct when filling a prescription at Mail Order. If you want your medications mailed to a different address than what is on your profile, make sure it is noted by logging in to the website and changing the mailing address, calling a Member Advocate, or noting the new address on the mail order form.