



WellDyneRx Mail Service General Questions and Answers

I. Location/ Hours of Operation

1. Where is WellDyneRx Mail Pharmacy located?

WellDyneRx mail pharmacy has two locations:

- 1) Centennial, CO, a suburb of Denver
- 2) Lakeland, FL located west of Orlando.

2. What is the WellDyneRx phone number?

WellDyneRx can be reached toll free at **866-240-0513**, 24-hours a day, 7 days a week.

3. What are the mail service pharmacy hours of operation?

WellDyneRx pharmacy (*not the call center*) hours of operation are 6 a.m. to 7 p.m. EST, Monday through Friday.

4. What are the mail service pharmacy call center hours?

The WellDyneRx call center is open 24-hours a day, 7 days a week. The interactive voice response (IVR) system is also available to patients to place refill orders and check order status 24-hours a day, 7 days a week. The number for both services is **866-240-0513**.

5. What is the website address?

The website address for WellDyneRx is www.dmba.com

II. Medication Services

1. What is needed to begin using WellDyneRx mail service pharmacy?

Each patient, or person who will be using WellDyneRx mail service pharmacy, will need to fill out a mail service registration form. Members can register through the www.dmba.com, or can mail a manual form, provided in the patient materials received with the benefit ID card. The completed registration form will need to be mailed to WellDyneRx unless it was submitted on the website.

Existing mail order medications will be transferred to WellDyneRx for DMBA members, excluding controlled substances (like certain pain medications and ADHD medications)

and compounded medications. Members may verify and order transferred medications beginning January 3, 2011 from the www.dmba.com website.

New prescriptions written for a mail order day's supply should be mailed to WellDyneRx. Prescriptions cannot be filled by WellDyneRx until the member registered with WellDyneRx.

Registration forms and new prescriptions should be mailed to:

WellDyneRx
P.O. Box 90369
Lakeland, FL 33804-0369

If the prescriber indicates more than one drug on a prescription, the patient will be responsible to pay the necessary co-payment for each drug dispensed.

Please note: *WellDyneRx will fill medications once received unless noted to hold/profile by the patient or prescriber. Please see: II. Medication Services #5.*

2. How does WellDyneRx receive prescription orders?

WellDyneRx accepts prescriptions via phone or fax directly from prescribers only. If a patient has not yet registered for mail pharmacy services, the patient will still need to register through the www.dmba.com website or will need to complete a mail service form. Registration for mail services provides the pharmacy with necessary patient information such as drug allergies, health conditions, shipping address and payment information. Patients can mail original prescriptions, with a registration form if applicable, to WellDyneRx for fulfillment. WellDyneRx cannot legally accept called or faxed prescriptions from patients.

3. Will WellDyneRx help obtain a new prescription(s) from a prescriber?

WellDyneRx will help obtain a new prescription(s) as follows:

- 1) *For prescriptions that have never been received at WellDyneRx, WellDyneRx will reach out to the member's physician to obtain new prescriptions on behalf of the member, at the member's request. When a medication has not previously been filled through WellDyneRx, WellDyneRx will make a fax attempt to the prescriber in order to obtain the new prescription. If the prescription has not been received from the prescriber within 3 business days, a call will be placed to the patient notifying them that their prescription has not been received and the patient will need to contact their prescriber.*
- 2) *For prescriptions that have historically been filled at WellDyneRx and the prescription needs to be renewed, WellDyneRx will make a fax attempt to the prescriber. If the prescription has not been received from the prescriber within 3 business days, a call will be placed to the patient notifying them that their prescription has not been received and the patient will need to contact their prescriber. Patients who have opted to be placed on the do-not-call list will receive a postcard instead of a phone call. WellDyneRx always recommends that the patient contact their prescriber in addition to WellDyneRx's request for a prescription(s) as prescribers often respond better to patient prescription requests.*

4. How much time should be allowed for a medication order?

WellDyneRx recommends allowing two weeks from the time an order is placed or mailed to WellDyneRx to the time the medication is received by the patient. While most medications are shipped within 48 hours from the time the prescription order is received, this time frame allows for shipping time as well as any unforeseen issues that may arise with the prescription.

5. Will WellDyneRx automatically fill a new medication once it is received?

Yes. If WellDyneRx receives a new prescription either from a patient or a prescriber, it is assumed that the prescription is needed and will be filled *unless* the patient or prescriber notes that they want the medication held/ profiled until requested at a later time. The profile/ hold note needs to be made on the front of the prescription provided to WellDyneRx. (That note to profile/hold can be written on the front of the prescription by either the doctor or the patient.)

6. Will WellDyneRx automatically ship medication refills?

No, WellDyneRx will not automatically ship medication refills to patients. When medication refills are needed, the patient will need to request their order with the fastest method being on the website, a faster method through the interactive voice response (IVR) system, or by speaking with a Customer Service Representative.

7. How can a patient request refills?

Refills can be requested by logging onto www.dmba.com. If the patient has registered at the WellDyneRx website, they may logon to view their prescriptions and order refills from their personal home page without having to enter a previous Rx number from the pharmacy. Other options include using the interactive voice response (IVR) system, available 24/7, or speaking with a customer service representative. A refill request form is also included with each order that is shipped and can be mailed or faxed to WellDyneRx.

8. What can a patient do if they have run out of medication and are waiting to receive their mail service prescription in the mail?

WellDyneRx recommends allowing two weeks from the time an order is placed or mailed into WellDyneRx to the time the medication is received by the patient. In some instances, a short term supply through a retail pharmacy may be permitted by the prescription benefit administrator. The patient can call their prescription benefit administrator to request that an override be placed in the system to allow a retail supply while waiting for the mail service prescription to arrive. The patient will need to contact their prescriber to request a retail prescription called into a local pharmacy if a retail prescription is not already available.

For transferred prescription questions, please see IX. Transferred Prescriptions

III. Patient Communication

1. How does WellDyneRx remind patients to refill medications prior to running out of a current supply?

WellDyneRx assists patients from running out of prescriptions in three ways:

- 1) Each order shipped contains a refill request form that can be mailed to WellDyneRx. Patients are asked to mail the form back to WellDyneRx when they have two to three weeks of medication remaining.
- 2) When patients call in for questions, concerns or counseling, WellDyneRx's Customer Service Representatives will offer to place a refill order or will notify the patient of the date they should place their order to avoid running out of their prescription.
- 3) Finally, members have the option to select to be contacted by phone, email or text message when they are due for a refill.

2. How does WellDyneRx provide patients the status of their remaining refills and when their prescription expires?

Each order filled at WellDyneRx contains paperwork that details the number of refills that are remaining and the expiration date of their prescription on file. Additionally, this information may be obtained by logging into www.dmba.com to view personal mail prescription information or by calling and speaking with a Customer Service Representative.

If the patient has registered for mail order services and has logged onto the dmba.com website to view their prescriptions, the number of refills remaining and the prescription expiration date is noted for each prescription.

If the patient calls to request a refill through the interactive voice response (IVR) system and there are no prescription refills available or the prescription has expired, the IVR will note this to the patient and will tell the patient to allow six business days for their medication to ship. WellDyneRx will automatically attempt to contact the prescriber for a new prescription. *Please see: II. Medication Services #3*

If the patient calls to request a refill through a Customer Service Representative, the representative will let the patient know how many refills are remaining or that their prescription is no longer valid and the reason why. The Representative will ask the patient to obtain a new prescription from their prescriber or at the patient's request; WellDyneRx will request the prescription from the prescriber as well. *Please see: II. Medication Services #3*

3. How does WellDyneRx communicate with patients regarding any issues with their prescription order?

WellDyneRx will proactively contact patients to alert them to any issue with their prescription order. These issues include but are not limited to: claim rejections, eligibility issues, credit card issues, and high copay cost. An automated call, email or text message is generated to patients with a request to call WellDyneRx back for detailed information about their prescription. Patients select the method in which they prefer to be contacted. This procedure assures patients that they are speaking with a WellDyneRx representative and that patient confidential information is secure.

4. When are outbound calls, emails or text messages made?

WellDyneRx provides outbound calls, emails or text messages, adjusted for time zones, in the following method:

CALL, EMAIL, TEXT MESSAGE PROTOCOL
(From the first day a patient's order is flagged with an issue.)

CONTACT ATTEMPTS

3 attempts are made to connect to a patient. Contact is stopped once a connection is made. If no connection is made, attempts continue in the following manner dependent on the members selected method of contact:

Day 1	Phone call, email or text message
Day 3	Phone call, email or text message
Day 5	Phone call, email or text message
Day 7	Postcard (when contact is not made)

CALL DAYS AND TIME:

Monday – Friday: 10:00 AM – 8:00 PM
Saturday: 10:00 AM – 4:00 PM
Holidays and Sunday: no calls

5. Will WellDyneRx notify patients when their copayment will be in excess of a particular dollar amount prior to shipping?

Yes, patients are notified when copayment is due in excess of \$225.00 per prescription (not accumulative for a prescription order) and before shipment is made. Prescriptions are held until the patient approves the copay amount.

6. Explain how WellDyneRx would notify a patient if a drug is in limited supply or temporarily unavailable from the manufacturer.

WellDyneRx will contact the patient as soon as it becomes known that a drug is in limited supply or is temporarily unavailable from the manufacturer and will work with the patient to find a solution that will best accommodate their need.

7. How are patients notified when a mail service prescription is delayed due to inaccurate or missing information from the prescriber?

WellDyneRx will make one attempt to notify the prescriber of the missing or inaccurate information. If the prescriber cannot be reached within 24 hours/one business day, an outbound call will be placed to the patient requesting them to call WellDyneRx for further information. When a prescriber cannot be contacted, WellDyneRx cannot lawfully or ethically dispense the medication until the missing information can be resolved. The prescription will be held until clarification with the prescriber can be made. Patients are encouraged to review their new prescriptions for accuracy before leaving the physician's office.

8. Can a patient speak with a pharmacist for consultation regarding mail service prescriptions? What are the hours of availability?

Yes, pharmacists are available for consultation or patient call back regarding mail service prescriptions during pharmacy operating hours, Monday through Friday, 6 a.m. to 7 p.m. EST.

9. What can a patient do if a discrepancy with an order is found?

WellDyneRx recommends that patients carefully check their order upon receipt. Any discrepancies need to be reported within 7 days by calling WellDyneRx and speaking with a Customer Service Representative.

IV. Medication Substitution/ Quantity

1. Will WellDyneRx automatically substitute generic medications?

Yes, WellDyneRx will automatically dispense generic medications when there is an A/ B rated generic available unless noted otherwise by the prescriber, patient or restricted by federal or state law. This policy is noted on patient mail service information.

2. What do patients need to do to obtain a brand medication when a generic is available?

Patients or prescribers may request a brand medication by noting this on the prescription. Since the brand name product may be subject to plan provisions including a higher cost or copayment (as specified by each health plan), it is recommended that the patient contact their prescription benefit provider for coverage and copay pricing prior to placing a medication order.

3. Will WellDyneRx automatically substitute a prescription to a preferred branded product based on the patient's benefit formulary?

No, WellDyneRx will not automatically switch a branded prescription to another branded product unless a formal program has been implemented at the request of your health plan.

4. Will WellDyneRx change the dose of a prescription at the patient's request?

No. Legally, WellDyneRx cannot change the dose, quantity, refills available, or the medication type. The medication must be filled as the prescriber has written the prescription.

5. Will WellDyneRx change the day's supply of my prescription?

No, WellDyneRx will dispense the days supply as written by the prescriber. For example, if your prescription is written for 30 days and the plan allows 30 day fills at mail service, WellDyneRx will fill the 30 day supply as written. If a prescription is written for 30 days, and the plan only allows 90 days at mail service, WellDyneRx will contact the patient regarding the status of the order and how to best meet that patient's needs.

WellDyneRx recommends that in order to save time, that the patient review their prescription while at his/her prescriber's office including the drug name, quantity and days supply. The days supply should match the number of days the patient would like filled up to the maximum day's supply allowed by the Plan.

V. Shipping

1. How are medications shipped?

Medications are shipped USPS 1st class mail as a standard unless the manufacturer, pharmacy regulations or WellDyneRx policy require upgraded shipping.

2. How does WellDyneRx pharmacy handle emergencies or requests for expedited delivery?

WellDyneRx offers expedited delivery at an additional cost, paid for by the patient. Shipping options include USPS priority mail, UPS second day, and UPS next day shipping. UPS delivery requires a physical shipping address and will not ship to PO Boxes.

3. How does WellDyneRx ship medications that must be refrigerated or must be sent by expedited delivery per the manufacturer? Is there an additional cost for these services?

WellDyneRx ships all medications according to the manufacturer guidelines at no additional cost. Medications classified as controlled substances or that are unusually expensive may be shipped with additional carrier services, such as signature required, at no additional charge. Medications that require refrigeration are shipped in a cooler on ice at no additional charge. Medications that are required to be shipped on ice are shipped Monday through Thursday.

4. How do you handle instances where a patient sends in multiple medications with different refill dates (i.e., do you wait to fill all of them, refill as each one comes up, return prescriptions that you cannot fill)?

If all of the prescriptions in the order can be filled within 48 hours, they will be shipped together. If the medications cannot all be filled within 48 hours, the medications will be split and those that can be filled immediately will be shipped. The remaining prescriptions will be tracked and dispensed as soon as they are eligible to be filled. If the prescription cannot be filled, the member will be contacted and the prescription will be sent back to the member.

5. What can I do if a medication is lost or damaged in the shipping process?

If a medication is lost in the shipping process the patient needs to report the incident to WellDyneRx. WellDyneRx will then contact the courier and in some cases the DEA for review and tracking. Lost shipments are evaluated on a case by case basis. Most of the time, a medication reported as lost will eventually arrive to the patient. If the rare instance that it does not, another medication may be shipped.

If a medication is damaged in the shipping process, the patient needs to report the incident to WellDyneRx immediately. WellDyneRx will reship the medication to the patient and include prepaid materials to ship the damaged medication back to WellDyneRx. The member copay for the medication will be credited back to the patient once the damaged medication is received.

VI. Quality Assurance

1. Describe your procedures for checking the quality and accuracy of the drugs dispensed.

WellDyneRx's dispensing requires that there are always at least two pharmacists that review a new prescription before it is dispensed and one pharmacist on medication refills. Each step in the process is documented. Additional quality assurance is provided in the shipping process virtually eliminating errors throughout the dispensing process.

2. Is the WellDyneRx website secure?

Yes, the WellDyneRx website has 128 bit encryption on all pages that contain confidential information.

3. How does WellDyneRx meet safety regulations by the state and federal pharmacy governance?

WellDyneRx follows all state and federal pharmacy laws and is inspected routinely by state board of pharmacy to verify laws are being followed. Additionally, WellDyneRx is one of just a few pharmacies in the United States to voluntarily obtain both the VIPPS site certification and URAC accreditation. These additional reviews and approvals assures patients that WellDyneRx maintains high standards of safety and service through processes and procedures that have been audited and approved through these certification processes.

4. How does WellDyneRx prevent the purchasing and dispensing of counterfeit medications?

WellDyneRx only purchases medications from manufacturers and wholesalers that are licensed and approved by the FDA to conduct business and distribute medications in the United States.

5. Does WellDyneRx protect patient health information?

Absolutely. WellDyneRx complies with patient privacy regulations and requirements set by the Health Insurance Portability and Accountability Act (HIPAA). WellDyneRx provides training and strict monitoring in service to safeguard our patient's confidential information. WellDyneRx adheres to the HIPAA standards in all aspects of our business from web security to physical access into the WellDyneRx building.

To protect protected health information, a patient must provide authorization to WellDyneRx if another person representing the patient will be contacting WellDyneRx to discuss their personal health information including prescriptions. WellDyneRx will provide a ["Protected Health Information Authorization Form" which will legally allow WellDyneRx to share PHI with the party noted on the form.](#)

Protected Health Information (PHI): PHI is individually identifiable health information that is transmitted by, or maintained in, electronic media or any other form or medium. This information must relate to 1) the past, present, or future physical or mental health, or condition of an individual; 2) provision of health care to an individual; or 3) payment for the provision of health care to an individual. If the information identifies or provides a reasonable basis to believe it can be used to identify an individual, it is considered individually identifiable health information. Part II, 45 CFR 164.501.

6. Does WellDyneRx share or sell patient information with third parties?

No. WellDyneRx does not share or sell patient information with any third parties and conducts business practices in accordance with HIPAA regulations.

VII. Payment

1. What forms of payment are accepted at WellDyneRx?

WellDyneRx accepts VISA, MasterCard, American Express, Discover, check, check by phone, or money service as approved forms of payment. To avoid possible delays in shipping for unpaid balances on an account, patients are encouraged to provide a credit card for all charges.

VIII. General Dispensing

1. Do you provide compounding services at mail service?

No, WellDyneRx mail service pharmacy does not provide compounding services.

2. Does WellDyneRx fill over the counter (OTC) medications?

Yes, WellDyneRx will fill OTC medications provided a prescription for the OTC medication has been written by the patient's prescriber and the medication is covered under the patient's prescription benefit.

3. Can a patient cancel an order once it has been placed?

Yes, an order can be cancelled if the prescription has not yet been dispensed. If the order has been dispensed, the order cannot be called back and will be shipped to the patient.

4. Does WellDyneRx mail service pharmacy dispense specialty drug products?

WellDyneRx does not dispense specialty drug products; however, specialty drug products are available through US Specialty Care pharmacy which specializes in dispensing specialty drug products and providing enhanced patient care.

IX. Transferred Prescriptions

1. Will WellDyneRx transfer a patient's prescription from another pharmacy?

1) *Group mail service transfers:* In some instances, WellDyneRx may be able to obtain a large number of prescription transfers for a group from an existing mail service pharmacy provider upon transition to WellDyneRx for mail services. In this instance, WellDyneRx receives most active prescriptions available for the patients covered with the group and will be able to refill all active prescriptions that have transferred. A mail service registration form must be provided to WellDyneRx before a transferred prescription can be filled by WellDyneRx since patient shipping addresses, health conditions, allergies and credit card information are not included in the transfer file.

WellDyneRx will be conducting a group mail prescription transfer for DMBA members. Transferred prescriptions will be available for verification and refills starting January 3, 2011.

2) *Individual patient requests for transfers:* WellDyneRx recommends obtaining a new prescription from the prescriber for new prescriptions. When requested, WellDyneRx will make an attempt to obtain a new prescription from another pharmacy on the patient's behalf. *Please see: II. Medication Services #3, 5, 6.* WellDyneRx has found that it is often difficult to transfer a prescription from another pharmacy for mail service fulfillment for the following reasons:

- Other pharmacies may be unable to transfer the requested prescription.
- The day's supply/quantity from a retail prescription is often not the days supply requested through mail service and a new prescription must be obtained from the prescriber to correct this.
- Transferring medications can take as long as a week which can result in a delay in getting a patient his/her medication.

2. If a patient's group has transferred prescriptions to WellDyneRx, how can a patient verify that their prescriptions have been transferred?

When a group's mail service prescriptions have been transferred to WellDyneRx, patients may verify their prescription transfer(s) through the DMBA website or by calling WellDyneRx's toll-free number (866-240-0513) and speaking with a Customer Service Representative.

3. What if a patient's group has transferred prescriptions to WellDyneRx but the patient has confirmed that a prescription(s) was not transferred?

Prescriptions may not transfer to WellDyneRx with a group transfer for several reasons:

- The medication is a controlled substance and cannot be transferred
- The prescription has no refills left and was considered inactive
- The prescription has expired and was considered inactive

If the prescription was not transferred with the group's prescriptions, upon member request, WellDyne will reach out to the prescriber when the member is able to provide the required contact information and details of the needed medication. WellDyneRx will also encourage the member to reach out to their prescriber for a new prescription as well since physicians often respond better to patient requests. *Please see: II. Medication Services #3.*

4. Will WellDyneRx fill my transferred prescription quantity like the previous pharmacy provider?

WellDyneRx will fill your prescription as it was written by your prescriber. In rare instances where the prescriber has written a medication quantity "as needed" (i.e. insulin or asthmatic medications), the quantity filled may vary from your previous mail order or retail provider. If there is a discrepancy, please contact WellDyneRx so that a Customer Service Representative or pharmacists can assist you with any questions you might have.

5. Will WellDyneRx automatically fill a patient's group transferred prescription(s)?

When WellDyneRx receives prescriptions transferred for a particular group, WellDyneRx will *not* automatically fill prescriptions. The member must request the refill. *Please see: II. Medication Services.*