WellDyneRx’s Mail Order Pharmacy allows patients the convenience of getting their maintenance medications (medications that they take for a chronic condition) mailed directly to their home, work, or doctor’s office.

We provide quick turnaround times and perpetual inventory management to reduce outages and medication expirations. Our dual pharmacy operation centers (Lakeland, Florida and Centennial, Colorado) have the capacity to deliver 15 million prescriptions a year, and 95% of clean scripts received are shipped within 24 hours.

According to the World Health Organization, medication adherence can have a more direct impact on patient outcomes than the specific treatment itself.¹ Patients who use mail order pharmacies are proven to have higher medication adherence rates than those who use retail pharmacies.² This, in turn, is associated with reductions in hospitalizations and medical costs.

WellDyneRx’s Mail Order Pharmacy, URAC accredited since 2009, has well-defined processes, procedures, and high levels of service.

» Ability to fill up to 24,000 prescriptions per shift
» Dispensing accuracy rate - 99.9%
PLACING ORDERS
Members can order Mail Order service in one of four ways: using our website order option at www.WellDyneRx.com (click the “Members” link), using the Interactive Voice Response (IVR) telephone system, mailing the refill card sent with their last prescription, or speaking with a Member Service Representative.

WellDyneRx’s IVR system can help members:
» Order refills
» Track orders
» Pay for orders

ACCURACY
Each order filled through WellDyneRx’s Mail Order Pharmacy goes through multiple steps to ensure it is filled accurately. At least two pharmacists review each prescription before it is dispensed to the patient: once to ensure prescriptions are entered into the system accurately, and again after prescriptions are filled to verify the medication matches the prescription.

TECHNOLOGY
WellDyneRx is one of very few pharmacies currently using state-of-the-art robotic technology for automated medication dispensing. This industry-leading technology increases efficiency and accuracy in dispensing, pill counts, elimination of cross-contamination, and shipment accuracy as compared to competitors who employ older mail dispensing systems. Our Florida and Colorado facilities leverage Six Sigma standards including barcode scanning throughout our various processes e.g. filling, pharmacist verification, and packaging.

SHIPPING
All orders that do not require intervention are processed and guaranteed shipment via United Parcel Service or 1st Class U.S. Postal Service within two business days of receipt. In most instances, orders are processed and shipped within 24 hours of receipt.

REFERENCES

FOR MORE INFORMATION about our Outsourced Pharmacy Solutions, please visit WellDyneRx.com or call 888-479-2000.

Ask us about Specialty Pharmacy or Central Fill.