

Walgreens Healthcare Plus (Walgreens' Prescription Mail Order Service) Frequently Asked Questions

Last Updated on December 18, 2002

The purpose of this FAQ is to educate Maricopa County employees regarding Walgreens Healthcare Plus. Walgreens Healthcare Plus is Walgreens Health Initiative's prescription mail order service. It replaces the CIGNA TeleDrug prescription mail order service.

Q. Who can use Walgreens Healthcare Plus?

A. Only CIGNA members can use this mail order service. HealthSelect members must use the prescription home delivery service provided by HealthSelect.

Q. What is the Group Number I should use for Walgreens Healthcare Plus?

A. The Group Number for Maricopa County members is **2229**. **It is very important that the Group Number 2229 be included on ALL forms and prescriptions sent to Walgreens Healthcare Plus. This will identify you as a Maricopa County employee and ensure the timely and accurate processing of your registration and prescription(s).** (The group number is the same for all WHI services including retail prescriptions and Walgreens Healthcare Plus.)

Q. How do I register for Walgreens Healthcare Plus?

A. You must register before you can receive any Walgreens Healthcare Plus prescriptions. There are several ways to obtain the registration forms:

- You should have recently received an ID Card and introductory packet from WHI via U.S. mail. This packet includes the *Registration and Prescription Order Form* and instructions for registering with Walgreens Healthcare Plus. This version of the form has some of your benefit information pre-printed on it. **Do not make photocopies of this form.** The barcodes do not copy correctly and use of a photocopied form will slow the registration process. If you need more pages for dependent registration, please see the other options listed below.
- You can download a copy of the **Tempe** *Registration and Prescription Order Form* at http://www.whphi.com/images/temperegorder_03a.pdf. It is important that you download the Tempe version of the form since Walgreens Healthcare Plus will only be able to process this version of the form for Maricopa County employees.
- The form may also be downloaded at <http://mariplan.tripod.com/forms.html>. <http://mariplan.tripod.com> may be accessed via the Internet or the link on the Benefits Home Page on the EBC Intranet. Go to either the WHI page or the Forms section.
- If you do not have access to the EBC Intranet, your HR Liaison or Employee Benefits Advisory Committee member should be able to print the *Registration and Prescription Order Form* for you.
- You may also obtain the form from the Maricopa County Employee Benefits Office at 301 West Jefferson, Suite 201, Phoenix, AZ 85003 or via telephone at 602-506-1010 or email them at benefitsservice@mail.maricopa.gov.
- You can also go to www.whphi.com and then click the Online Mail Service Registration Form link to **register online**. You will have to complete the online process for all family members participating in Walgreens Healthcare Plus.

Q. What information should be included on my prescription when I send it to Walgreens Healthcare Plus?

A. The prescription from your doctor should be written for at least a 90-day supply. When possible, Walgreens Healthcare Plus will combine refills on a 30-day supply that has at least two refills indicated. Always include the employee's and patients' full name, ID Number, and the Group Number on all prescriptions that are mailed. *Please ensure the writing is legible.*

Q. How do I convert my CIGNA Mail Order prescription(s) to Walgreens Healthcare Plus?

A. You cannot convert/transfer prescriptions from other vendors to Walgreens Healthcare Plus. A new hardcopy prescription slip must be obtained from your doctor and mailed to Walgreens Healthcare Plus.

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- Q. I have refills remaining on my current CIGNA Mail Order prescription. Can I transfer it to Walgreens Healthcare Plus?
- A. You cannot convert/transfer prescriptions from other vendors to Walgreens Healthcare Plus. A new hardcopy prescription slip must be obtained from your doctor and mailed to Walgreens Healthcare Plus.
- Q. Can I complete the Registration and Prescription Order Form and send a prescription(s) request with it?
- A. Yes, you can send the new prescription (for at least a 90-day supply) completed by your doctor to Walgreens Healthcare Plus via U.S. mail along with a completed *Registration and Prescription Order Form*. Make sure that you include the Group Number on all prescriptions and paperwork.
- Q. What happens if I send in a prescription for less than a 90-day supply?
- A. Depending on several factors: the form the drug is dispensed in (cream, pill, drop, injection, etc.); the way the prescription is written; and State laws, the prescription may or may not be filled. The best thing to do is have a prescription written for at least a 90-day supply right from the start. Refills will be combined whenever possible, for example: a 30-day prescription with 2 refills.
- Q. Can my doctor call in my new prescription to Walgreens Healthcare Plus?
- A. No, you must send the new prescription slip via U.S. mail or your physician can fax the prescription. (See question and answer below regarding physician fax capabilities.) If you haven't already registered, a completed *Registration and Prescription Order Form* may be sent with the first prescription slip or you can register online. (See above for details.)
- Q. Where do I send the Registration and Prescription Order Form and my prescription slip(s)?
- A. The mailing address is:
Walgreens Healthcare Plus
P.O. Box 29061
Phoenix, AZ 85038-9061
- This address can also be found on the last line of the *Registration and Prescription Order Form*.
- Q. When should I mail the Registration and Prescription Order Form to Walgreens Healthcare Plus?
- A. You may register anytime. However, prescriptions may be mailed any time after December 26, 2002. Please do not mail prescriptions before then since prescriptions can only be held for up to seven days and your coverage with WHI does not begin until January 1, 2003.
- Q. How do I obtain WHI Mail Service Pharmacy services for my dependents?
- A. A separate *Registration and Prescription Order Form* must be completed for each dependent who uses the service. Registration is only required one time for each eligible employee and dependent.
- Q. I am all registered. Can I have my doctor send in the prescription information?
- A. Yes, once you are registered, the most efficient way to have your order filled is to have your physician complete and fax the ***Tempe*** *Physician Fax Order Form*. You can download a copy of the form at http://www.whphi.com/images/tempefaxform_03a.pdf. If you do not have access to a computer, your HR Liaison or Employee Benefits Advisory Committee member should be able to print the form for you. You may contact the Maricopa County Employee Benefits Office at 301 West Jefferson, Suite 201, Phoenix, AZ 85003 via telephone at 602-506-1010 or email them at benefitsservice@mail.maricopa.gov to obtain a copy of the form.
- Q. Who do I contact for more information?
- A. You should have recently received a packet from WHI via U.S. mail. Read those materials first. If you have questions not answered above, before January 1, 2003, your HR Liaison or Employee Benefits Advisory Committee member should be able to help you. Or, you may contact the Maricopa County Employee Benefits Office by telephone at 602-506-1010 or by email at benefitsservice@mail.maricopa.gov. On or after January 1, 2003, please contact Walgreens Healthcare Plus' Customer Service at 1-888-265-1953.