

Pharmacy Benefit Dimensions®

PBD's Mail Order Program

Mail order is a cost-effective and convenient way to receive maintenance medications at a reduced copay! Please follow the instructions below to enroll in a Mail Order program today!

Please note: PBD offers two (2) mail order vendor options - Wegmans or ProAct. Regardless of which option you choose for mail order please be advised you will need to contact your physician and request a 3-month prescription.

Wegmans Mail Order

Members can enroll:

- 1) By PHONE
 - a. Members can call Wegmans Member Services to speak with a representative to enroll in mail order. Members should have their ID cards available to do so.
- 2) Physician sends a prescription to Wegmans Mail Order
 - a. When members want to start using mail order – they can direct their provider to send the prescription to Wegmans Mail Order.
 - i. If the member is already enrolled, Wegmans will process the prescription and send it out as necessary.
 - ii. If the member is NOT enrolled, someone from Wegmans will call the member once the prescription is received to get the member's information to enroll in mail order.
- 3) ONLINE at www.wegmans.com/pharmacy
 - a. After enrolling by phone, members can go online to create a web account
 - i. A prescription number is not required to create an account
 - ii. In order to fully manage/order your prescriptions, you must first **link** a Wegmans prescription number to your web account. You can do this by using a prescription shipped by Wegmans, or by calling Wegmans Mail Order Pharmacy.

Physicians can submit prescriptions to Wegmans Mail Order:

- 1) ELECTRONICALLY: Physicians can e-scribe to **Wegmans RX Home Shipping #199, 2851 Broadway, Suite 300, Cheektowaga, NY 14227.**
- 2) By FAX: Physicians can fax prescriptions to **1-866-242-7239**. This is a secure fax that is only used for prescriptions.
- 3) By PHONE: Physicians can call the customer service numbers listed below and be transferred to the automated prescription line.

Wegmans Member Services: 1-888-205-8573 or TTY/TDD: 1-877-409-8711

ProAct Mail Order

Members can enroll:

- 1) By PHONE
 - a. Members can call ProAct Member Services to speak with a representative and advise they want to set up a mail order account. Members will need their Member ID card to do so.
 - i. Once an account is set up, they can go the web link www.proactpharmacyservicespbd.com and refill a prescription using the Quick Rx Refill option.
- 2) Enrollment into ProAct's mail order program cannot be completed online; however, if a ProAct mail order account is already established, members can go online at www.proactpharmacyservicespbd.com to order refills from the Quick Rx Refill Option.

Please note: Members will not be able to login to view claims, credit card info, shipping info, etc. Members can reach out to ProAct's member service team to get that additional information at any time.

Physicians can submit prescriptions to ProAct Mail Order:

- 1) ELECTRONICALLY: Physicians can e-scribe to ProAct. They may need to search for the pharmacy by address: **1226 U.S Highway 11 Gouverneur, NY 13642.**
- 2) By FAX: Physicians can fax prescriptions to **315-287-3330**. This is a secure fax that is only used for prescriptions.
- 3) By PHONE: Physicians can call the customer service numbers listed below and be transferred to the automated prescription line.

Please note: If the medication is controlled substance it can only be sent in via mail to the address above or electronically.

ProAct Member Services: 1-888-425-3301, 1-877-635-9545 or TTY: National 711 Relay Service