

# HOW YOUR 30-DAY SUPPLY prescription benefit works

The following are answers to common questions about your 30-day supply prescription benefit with a mail-order option. For more information about your benefits, please consult your *Evidence of Coverage* or call our Member Service Call Center, seven days a week, 7 a.m. to 7 p.m., at **1-800-464-4000** or (TTY) **1-800-777-1370**.



## Why do I only get a 30-day supply of my prescription?

Your benefit is a 30-day supply benefit. This allows you to receive up to a 30-day supply of your medication when you pick it up at one of our pharmacies. You're charged a copayment for each 30-day supply and are limited to one 30-day supply for prescriptions filled in the pharmacy.

## What if I want a 100-day supply of my prescription?

You can receive a 100-day supply of your prescription if your doctor has approved a 100-day supply and you order by phone or online and have it delivered to you by mail. Ordering by phone or online is simple, and you can do it at any time, day or night.

## How much will I be charged for a 100-day supply?

You'll be charged two copayments for a 100-day supply when you use our mail-order services. If you pick up your prescription at one of our pharmacies, you'll be limited to a 30-day supply and will be charged one copayment.

## Is there an additional cost for postage and handling?

No, there are no extra costs for first-class mail and standard handling if you choose our mail delivery option for your prescription.

## How do I order a prescription and have it mailed to me?

To order by phone, call our number listed on your prescription label and follow the prompts. Be sure to select the mail delivery option.

You can also go to the member section of our Web site at **members.kaiserpermanente.org** to order your refills. Click on the option to have your refills mailed to you. You'll need to have a credit card ready to cover your copayments.

You may also complete a mail-order form available in your pharmacy and mail it to us.

## Can you mail my refills to me at my home or office?

We can mail them to whichever address is more convenient for you.

## How long does it take to receive my refills by mail?

Please allow 7 to 10 days for your order to be processed. If you have no refills left, it may take another 48 hours for us to contact your personal physician to confirm your prescription refill.

## Are all drugs available through the mail?

Most medications can be mailed, but there are some restrictions. Please check with our pharmacy team if you have a question about whether or not your prescription can be mailed.

This document was created with Win2PDF available at <http://www.daneprairie.com>.  
The unregistered version of Win2PDF is for evaluation or non-commercial use only.