

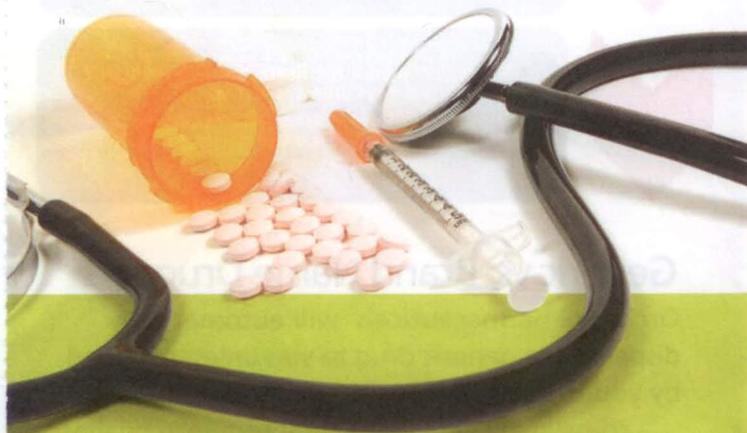
Save postage and time, by having your physician call  
or fax your next new prescription in to us:

866-909-5169 *TTY*  
866-909-5170 *Call Center*  
866-909-5171 *Fax*

**Write us at:**  
Orchard Pharmaceutical Services  
P.O. Box 3094 | North Canton, Ohio 44720

**Or, send an email to:**  
questions@orchardrx.com  
refill@orchardrx.com  
information@orchardrx.com  
employment@orchardrx.com

If contacting us by e-mail, please include your  
member name and ID number.



## How Do I Order My Refills?

Order your refills on your existing prescriptions  
online at our [www.orchardrx.com](http://www.orchardrx.com) website.

Order your refills on existing prescriptions through  
our Interactive Voice Response system (IVR) 24 hours,  
7 days a week. By using a touch-tone phone, you  
may dial our toll-free number (1-866-909-5170)  
then select "1" to access the automated refill center.  
It is easy to follow the prompted directions.

During business hours, you may call an Orchard  
Customer Service Representative.

Complete your re-order form and return in the  
Orchard self-addressed envelope that accompanies  
your original order.

 **Orchard**  
PHARMACEUTICAL SERVICES

# MAIL SERVICE

## Prescription Drug Program



[www.orchardrx.com](http://www.orchardrx.com)



## What is a Mail Order Pharmacy?

A Mail Order Pharmacy provides an opportunity for the patient to receive a 90 day supply of prescription medications mailed directly to your home. It is

designed to service maintenance medications that are taken on an ongoing basis. Most Retail Pharmacies can only dispense a 30 day supply of a prescription at a time. This will ultimately reduce your trips to the Pharmacy.



### Compliance Program

Our FREE compliance program is set up to ease the burden of marking your calendar when your next refill is due, and eliminate extra trips to the pharmacy. Our program is set up to AUTOMATICALLY refill and charge your prescriptions when 70% is used. This way you will NEVER run out of your medication. Please check the box on the enrollment form to participate.

### Helpful Hints

Look over prescriptions before you leave your physicians office for the following:

1. The patients name is legible
2. The Physician's name is legible
3. The exact daily dosage is indicated
4. The exact dosage is indicated
5. The exact quantity is indicated



How Do I Get Started?

- Fill out enrollment form
- Enclose new prescriptions
- Fill out prescription transfer form (if transferring from other pharmacies)
- Have your Doctor call us at 1-866-909-5170 or fax us at 1-866-909-5171 with your prescription

How Do I Reorder?

- Call us at 1-866-909-5170
- Email us at [www.orchardrx.com](http://www.orchardrx.com) 24 hours a day
- Or simply write down prescription numbers on a separate piece of paper and enclose with our reorder form.

Payments

- Orchard Pharmaceutical Services currently accepts Visa, Mastercard or Discover
- Personal Check or Bank Check only, Please do not send cash

Shipping

- We will ship your medications to you within 7-14 business days unless specified
- Supply us with your email address, home or cell phone number and we will notify you when your order is mailed.

## Generic vs. Brand Name Drugs

Orchard Pharmaceuticals will automatically dispense the generic drug to you unless specified by you or your doctor. This will reduce your co-payment without a compromise in quality or benefit level with your prescription plan. By law, generic and brand name drugs must meet the same standards for safety, purity, strength, and effectiveness. The generic name of a drug is its chemical name and the brand name is a trade name which it is advertised and sold under.

Your prescriptions will be processed and mailed within 48 hours after they are received. There could be times that delays may occur so please anticipate your needs and allow enough time for delivery.

[www.orchardrx.com](http://www.orchardrx.com)