



Mail Order Pharmacy

The EmpiRx Health mail order pharmacy can save you **time** and **money** by delivering your long-term medications right to your door.

Getting Started

Your prescriber can submit the prescription electronically to our mail order pharmacy (BeneCard Central Fill) or by fax to 1-888-907-0040. Be sure your prescriber includes the patient's name, cardholder's name, Member ID number, shipping address, and patient's date of birth. Only prescriptions from a doctor's office will be accepted via fax.

If you choose to submit your prescription by mail, complete the mail order form included with your Welcome Packet. Attach your prescription and submit in the preaddressed envelope.

Refills

When you're ready for a refill, you have three options:

- Online: Visit myempirxhealth.com or download the EmpiRx Health App (available on Google Play and the App Store) to create your account. Select **Prescriptions**, locate the **Recent Prescription(s)** you want to refill, and select **Refill** to add to cart. Check out to complete the refill request.
- Phone: Live, toll-free Member Services is available to you 24/7/365 at **1-877-241-7123**. A Member Service Representative will assist you with your refill request. Have your Member ID number and credit card information ready.
- Mail: Send the Refill Request Order Form provided with your last shipment back to our mail order pharmacy in the pre-addressed envelope.

EmpiRx Health does not automatically
refill prescriptions.

Payment

Please do not send cash. Credit cards (Visa, MasterCard, Discover, and American Express) and debit cards are accepted forms of payment. You may also pay by check or money order made out to:

Benecard Central Fill, P.O. Box 779, Mechanicsburg, PA 17055-779.

Please allow up to two weeks to fill prescriptions by mail. Expedited processing is available for an additional charge.

Delivery

You can have medications delivered to your home or any secure location. It will arrive in nondescript packaging, but a signature may be required. If a signature is required or your medication requires temperature control, please be sure to confirm you will be at the ship-to location at the time of delivery. You can check the status of your prescription at any time at myempirxhealth.com, on the EmpiRx Health App, or by contacting Member Services.

Questions

If you have any questions or require additional information, you can always contact EmpiRx Health Member Services toll-free at **1-877-241-7123/TDD 1-888-907-0020**.