

## **Patient Q&A**

### **Q: How did you get my name and my prescription information?**

Merck-Medco is the administrator of your prescription drug benefit plan. One of our services to your prescription benefit plan sponsor is to contact their members and let them know how they can save money by using their Mail Service Pharmacy benefit.

### **Q: I'm happy with my retail pharmacy/pharmacist.**

While many of our Mail Service Pharmacy members have good relationships with their local pharmacists, they use our Mail Service pharmacy for their long-term maintenance medications because they are thrilled to have access to our Registered Pharmacists, 24-hours a day, 7-days a week. Plus, Customer Service Representatives are available 24-hours a day, 7-days a week.

Ordering prescriptions for your maintenance medications from the Mail Service Pharmacy can save you money and is more convenient than going to your neighborhood drug store! You can order by phone, and you never have to wait in long lines. Your prescriptions are delivered right to your home, generally within 7-11 days! If you're out of town, you can give us a temporary address to send your prescription. Plus, you can still use your retail pharmacy for all your other needs.

### **Q: Do I have to pay extra for the Mail Service?**

The Mail Service Pharmacy is part of your existing plan, and there's no additional charge. As a matter of fact, using the Merck-Medco Mail Service Pharmacy may save you money. And standard shipping is free!

- You can receive up to a (maximum days supply at mail) days supply, which means fewer copayments annually.
- You can order your refills quickly and easily over the phone or online at [www.merckmedco.com](http://www.merckmedco.com). Refills are generally delivered in 9 days or less!
- Your doctor can fax us a new prescription and save you time by calling 1-888-EASYRX1 (1-888-327-9791) for instructions on faxing prescriptions.
- You can conveniently pay for your prescriptions by check or money order or by authorizing billing to your MasterCard®, VISA®, or DISCOVER® card. Just sign up with our Autochanger program.

### **Q: I don't trust mail service.**

The Merck-Medco Mail Service Pharmacy offers the same quality medication you're accustomed to at a retail pharmacy. You can be assured that our registered pharmacists check for potential drug interactions for every prescription filled at Mail Service. Registered pharmacists are available, by phone, 24 hours a day, to answer questions about the medications you are taking. The only real difference is that you simply order your prescription refills and renewals through the mail, over the phone, or online at [www.merckmedco.com](http://www.merckmedco.com).

**Q: What if my medication doesn't arrive in time?**

Your prescription should arrive on time. We recommend that you allow up to 14 days for a new prescription to be delivered. Refills arrive in less than nine days. If you run out of medication before your mail service prescription arrives, you can obtain a short-term supply of medication at your local retail pharmacy.

**Q: What if my medication gets lost in the mail?**

If you haven't received your medication and you have more than a two-week supply remaining on hand, we'll ask you to wait another week to see if your medication arrives in the mail. If you have less than two weeks supply on hand, or if more than 10 days have elapsed since shipping, we'll either process your next available refill or we'll issue a 3-week interim supply to ensure that you have the medication you need, when you need it.

**Q: What if my medication is tampered with before I receive it?**

Your medication should always arrive sealed. If you detect evidence of tampering, just call us, and we will replace your medication immediately.

**Q: I'm not sure my doctor will keep me on this medication.**

If you're unsure how long you will be taking your medication, please contact your doctor to see if he/she plans on maintaining the therapy or making a change. You can then make a decision about obtaining your maintenance medication through the Mail Service Pharmacy. Simply contact us with the appropriate number of refills to see how easy it is to get started at the Mail Service Pharmacy.

**Q: How much will my medicine cost through the mail?**

[If patient is taking a brand-name medication]

The medication you're taking is a brand. For brand-name medications, you can receive up to a (maximum days supply at mail) days supply for \$(brand copay at mail). And standard shipping is free!

[If patient is taking a generic medication]

The medication you're taking is a generic. For generic medications, you can receive up to a (maximum days supply at mail) days supply for \$(generic copay at mail). And standard shipping is free!

**Q: How soon will I receive my medication?**

If you order your prescription now, you should allow up to 7-11 days from receipt of your order for processing.

If you mail us your prescription, you should allow up to 14 days from the date you mailed your order for processing.

For refills by phone, IVRU, and Internet, your order will be processed within five business days

or less. You can check on the status of your order 24-hours a day, 7-days a week, by using our automated Voice Response Unit. This system can be accessed toll-free by calling 1-800-841-3038.

### **Q: How do I get my prescriptions refilled?**

It's very simple! If your doctor has authorized refills, you can call us to place your refill request via our automated Voice Response Unit or by speaking with a Customer Service Representative, 24-hours a day, 7-days a week. If you do not have any remaining refills on your prescription, you can ask your doctor to call 1-888-EASYRX1 (1-888-327-9791) for instructions on how to fax us your new prescription. And, of course, you can always mail us a new or refill prescription order in a mail service order envelope.

Also, as an added convenience for you, we can process your order with a major credit card. You may authorize billing to your MasterCard®, VISA®, or DISCOVER® card. And if you'd like, we can maintain a credit card on file and charge all future orders to this card. Would you like to enroll in AutoCharge, our automated credit card billing service now?

IF YES: Take credit card information

IF NO: OK. If you'd like to enroll in this service in the future, you can simply call our automated enrollment application at 1-800-948-8779. The system will ask you to enter your credit card and expiration date, and all your future prescriptions will be charged to your credit card.

### **Q: What will I receive in the mail with my medication?**

With your first fill of a medication, you will receive a patient information pamphlet that will give you additional information about your medication. (For example: If you should take it with food? Will it cause drowsiness? What are other medications that should not be mixed with this medication?)

You'll also receive an invoice or statement of your account that will detail any monies owed to you or copays owed to the Merck-Medco Mail Service Pharmacy. For your convenience, we can maintain a credit card on file and charge all future orders to this card. We accept MasterCard®, VISA®, or DISCOVER® card. Would you like to enroll in AutoCharge, our automated credit card billing service now?

IF YES: Take credit card information.

IF NO: OK. In the future, though, if you'd like to enroll in this service, you can simply call our automated enrollment application at 1-800-948-8779. The system will ask you to enter your credit card and expiration date, and all your future prescriptions will be charged to your credit card.