



## Saving with generics

Generic medications offer the same benefits as their brand-name counterparts and may cost much less. We review every order to see if there is a less-expensive generic medication available. It is standard pharmacy practice to substitute generic medications that work the same way (generic equivalents) for brand-name medications. Walgreens Mail Service will dispense a generic equivalent if it's available and permitted by your doctor. If you do not want a generic equivalent or have questions regarding your home delivery prescription, please call our Customer Care Center.



## Privacy & security

The information you give us is kept confidential in accordance with HIPAA and other applicable state privacy laws. In addition, we use technology designed for use with secure web servers. This technology ensures your personal, health, prescription and credit card information cannot be accessed when submitted over the internet.

**Walgreens**  
Mail Service

**Lucy** Rx

### Mail prescriptions:

Walgreens Mail Service  
P.O. Box 29061  
Phoenix, AZ 85038-9061

### Customer Care Center:

877-787-3047  
TTY: 800-925-0178

### Hours of operation:

24 hours a day, 7 days a week

### En español:

800-778-5427  
TTY: 800-925-0178

[WalgreensMailService.com](https://www.WalgreensMailService.com)

Here to  
*support you.*

**Walgreens**  
Mail Service

**Lucy** Rx





## Delivering your medications

As part of your prescription insurance plan, Walgreens Mail Service ships your maintenance medication to your home or location of your choice.

Maintenance medications are used to treat chronic (long-term) conditions. You may get up to a 90-day supply (or the most allowed by your prescription plan).

## Getting started

It's easy to register and order your first prescription.



**Online:** Register at [WalgreensMailService.com](https://WalgreensMailService.com). When you have completed registration, the confirmation page includes instructions about how to order your prescription.



**By mail:** Complete the registration form and mail it, along with your original prescription, to the address on the form.



**By phone:** Call our Customer Care Center and have your insurance information ready.

For additional ordering options after registration, have your doctor e-prescribe or fax your new prescription.\*

**E-prescribe:**\* Have your prescription sent electronically by your doctor.

**Fax:**\* Have your doctor fill out a fax form and fax to the number on the form, found online at [WalgreensMailService.com](https://WalgreensMailService.com).

If you need your medication right away, ask your doctor for two prescriptions:

**Short-term supply** — example: 30-day supply or the amount allowed by your prescription plan. Your local pharmacy can fill right away.

\*By law, prescription fax forms and e-prescriptions are valid only if sent from a prescriber's office.

**90-day supply with three refills** — or the most amount allowed by your prescription plan — for your doctor to send to Walgreens Mail Service.

Free standard shipping. Please allow 10 business days from the time you place your order until it arrives at your address.

### Using Auto Refill<sup>†</sup>

To make ordering even easier, you can choose to have your refills filled automatically. Choose the Auto Refill option on your order form. We will fill your order and bill the credit card you provided.

By law, medications cannot be returned once they are dispensed from our pharmacy. If you need to cancel or change your next Auto Refill, contact us three weeks before your next refill date.

### Flexible payment options

We must have full payment — by credit card or check — with every prescription order. We accept all major credit cards. You can keep your credit card on file for future orders by adding it to your online account. To set this up, choose one of these options:

- 1. Add the information to your online account.**
- 2. Call our Customer Care Center.**

<sup>†</sup>Subject to plan design. FOR CALIFORNIA PATIENTS: Before Walgreens Mail Service can turn on Auto Refill for California patients, patients must agree in writing or by electronic notice. Enrollment will remain active for one year from the date you selected.