

How do I use the program the first time?

1. When your doctor prescribes a maintenance drug, have the prescription written for up to a 90-day supply (or the maximum days supply specified by your prescription plan). By law, PharmaCare Direct can only fill your prescriptions for the quantity indicated by your doctor. Example:
 - 1 a day = 90 pills • 2 a day = 180 pills
2. Complete the enclosed Enrollment Order Form and Confidential Patient Profile for you and your covered family members. This form will need to be completed with your first order only.

In the future, if you have additional medical information or changes to report, please notify PharmaCare Direct in writing.
3. Mail this completed form along with the original prescription and copayment in the envelope provided.
4. Be sure to write the member number on the back of each prescription.
5. Drugs will be delivered postage-paid directly to your home. If you have any questions or problems concerning your prescription order, or if you do not receive your medication in 14 days, please contact PharmaCare Direct toll-free at 1-888-645-9303. Allow a few extra days the first time you place an order with PharmaCare Direct.

How do I order refills or new prescriptions?

- For refills, complete the Prescription Order Form provided with your order and mail or FAX it to PharmaCare Direct. You may also call PharmaCare Direct at 1-888-645-9303 and provide the member number, prescription number(s) and credit card information. The prescription label and the Customer Receipt will indicate the number of times you may have a prescription refilled.
- PharmaCare Direct is pleased to announce a convenient new way to order refills. You can do this by visiting the member area of our website at www.ehs.com
- For new prescriptions, simply complete the Prescription Order Form included with each order and mail both the form and original prescription(s) to us in the envelope provided. Be sure to write the member number on the back of each prescription.

How do I pay for the prescriptions?

PharmaCare Direct accepts checks, money orders and any of the following credit cards:

- JCPenney
- Discover
- MasterCard
- VISA
- American Express

PHARMACARE CUSTOMER SERVICE HOURS:

24 hours a day Monday through Friday
9:00 a.m. to 8:00 p.m. Saturday
9:00 a.m. to 6:00 p.m. Sunday
(Eastern Times)

1-888-645-9303
TDD-Hearing Impaired:
1-800-238-0756

PHARMACARE
DIRECT



When Should I Use PharmaCare Direct Prescription Drug Program?

The mail service program is designed mainly for individuals using maintenance-type medications for 30 days or longer to treat chronic or long-term conditions. These conditions include, but are not limited to, diabetes, arthritis, heart conditions and high blood pressure.

Who is eligible for benefits?

If you and your family are presently covered for outpatient prescription drugs under your employer's medical plan, you are eligible to enroll in the home delivery program.

What is covered?

The program covers any drug which by federal law requires a doctor's prescription and is covered by your employer's prescription benefit plan.

What is not covered?

This program does not cover any medicine that can be purchased over the counter. Please refer to your Benefit Plan Summary for specifics on any other drug exclusions.

What are the advantages of using PharmaCare Direct?

You can save both time and money because you can receive up to a 90-day supply (or the maximum days supply allowed by your prescription plan) per copayment. Otherwise, through a retail pharmacy, you are limited to a 30-day maximum supply and required to pay the copayment for each prescription.

Plus, by taking advantage of mail service, you eliminate frequent trips to the retail pharmacy.

About PharmaCare Direct

PharmaCare Direct guarantees that all prescriptions will meet the highest pharmacy standards of quality, safety and effectiveness. Each and every prescription is filled and checked by highly qualified registered pharmacists to ensure the quantity, quality and potency are accurate. A patient profile is maintained on file to ensure there are no adverse reactions with other prescriptions you are receiving from PharmaCare Direct. Our pharmacist will contact your doctor or you before dispensing medication if any questions arise regarding potential drug interactions or other adverse reactions.

What about Generic Drugs?

The generic name of a drug is simply its chemical name. Generic drugs meet strict FDA requirements and are as safe, efficient and effective as brand-name drugs, but considerably less expensive. Generic substitutes will be dispensed by the pharmacist whenever possible, based upon availability, legal requirements, and your physician's approval.

Before leaving your doctor's office remember to:

- Discuss the possibility of using a generic medication.
- Examine the prescription to make sure it includes the dosage, your doctor's signature and your name and address.
- Have your doctor write your prescription for up to a 90-day supply (or the maximum days supply allowed by your prescription plan).
If you need medication immediately, ask your doctor to issue two prescriptions – one for an immediate supply to be taken to your local pharmacy, and a second for an extended supply, to be mailed to mail service.
- Please note, PharmaCare Direct requires a prescription for insulin and insulin syringes. If you need to order insulin or insulin syringes ask your doctor to write a prescription for each.