PRO ACT
PHARMACY BENEFIT MANAGEMENT

How to:

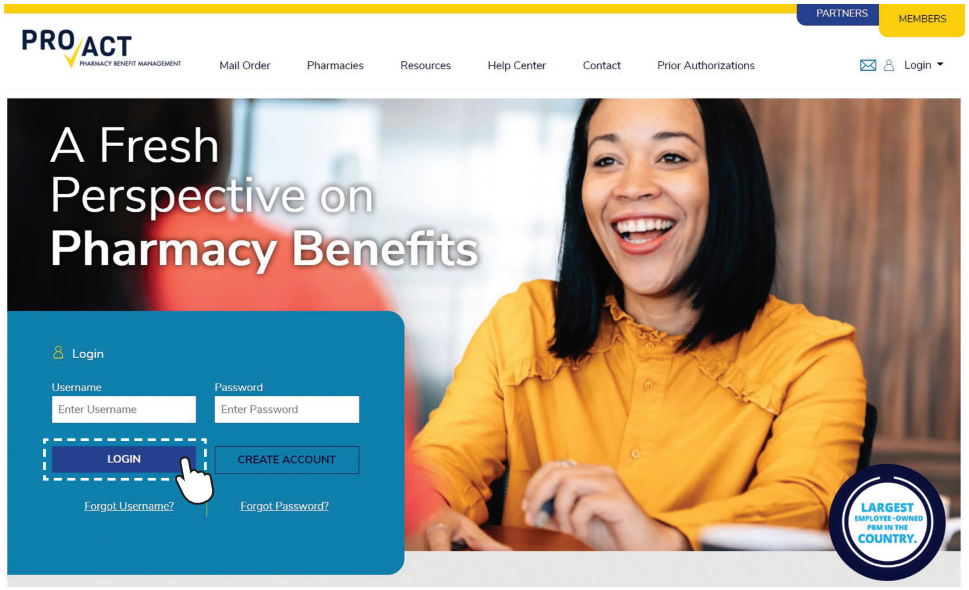
Request a New Prescription to be Filled at Mail Order

Step-by-Step Guide

This guide provides basic instructions for requesting a new prescription to be filled through mail order.

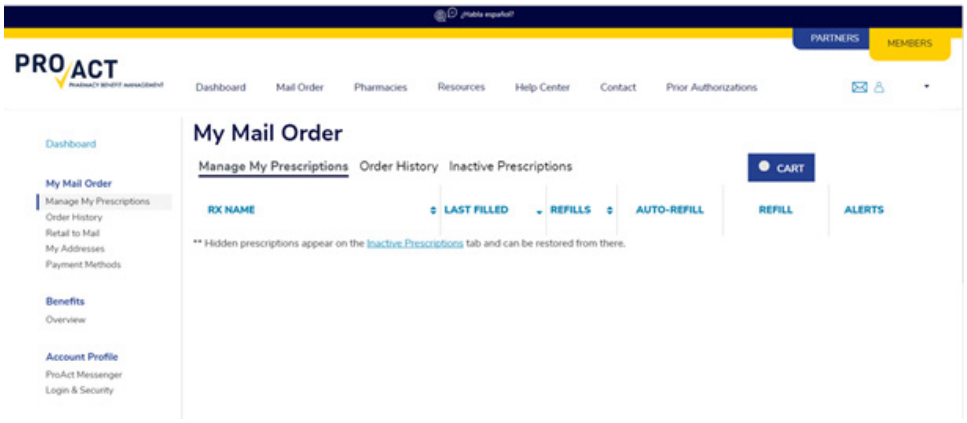
TO BEGIN THE PROCESS:

Visit **www.proactrx.com**.
After logging in, click on the **MAIL ORDER** link at the top of the page.



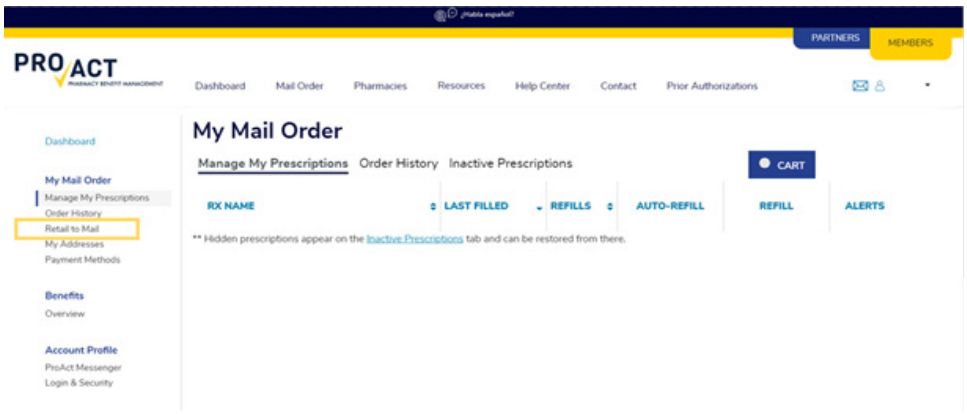
STEP 1: MAIL ORDER ACTIVITY

Click on the **VIEW MAIL ORDER ACTIVITY** button. This page will list all active prescriptions you currently have on file with our mail order pharmacy.



STEP 2: REQUEST

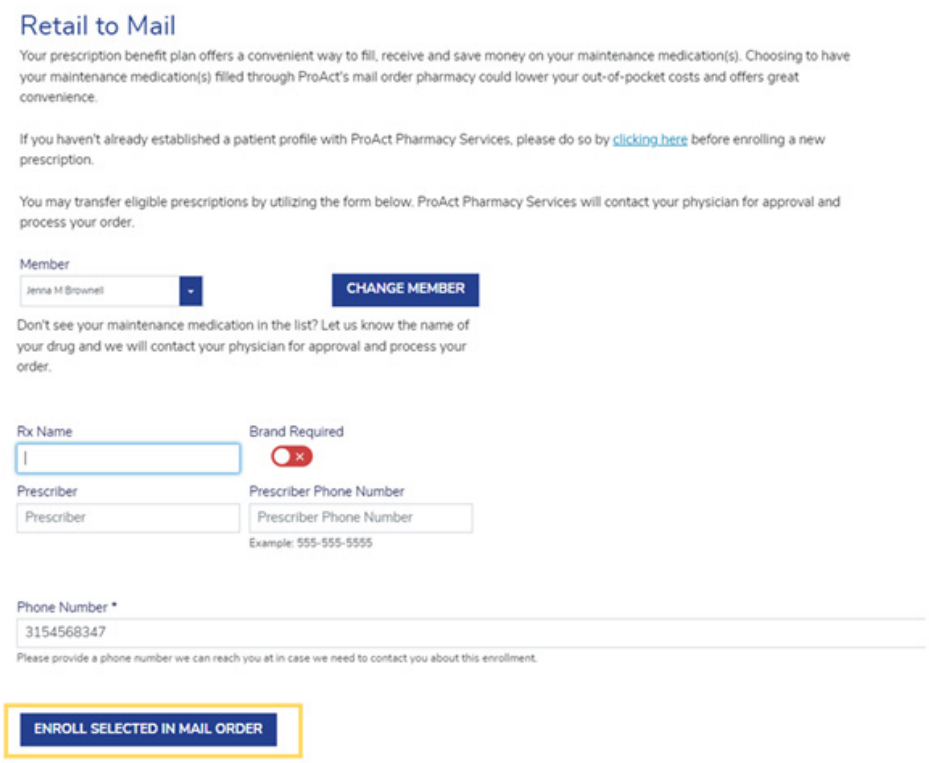
To request a prescription that is not already on file with ProAct, click on the **RETAIL TO MAIL** option.



STEP 3: ENROLL

You will be prompted to select which member you are filling for, enter the medication name and select whether it is a brand name drug, your prescriber's name and phone number, and finally your phone number.

Once you have filled out all of the required fields, click ENROLL SELECTED IN MAIL ORDER.



STEP 4: SUCCESS

The request process is complete!

Our Retail to Mail team will now begin outreach to your provider requesting the specified prescription for a 90-day supply. If we are unsuccessful after three attempts, a member of our pharmacy staff will contact you.