

# Mail Order

The cost-effective and convenient way to receive maintenance medications.

**Please follow the instructions below to enroll in a mail order program today!**

Please note: PBD offers two (2) mail order vendor options - **Wegmans** or **ProAct**. Regardless of which option you choose for mail order, please be advised you will need to contact your physician and request a three-month prescription.

## Wegmans Mail Order

**Members can enroll through three easy methods:**

**1.) By Phone (1-888-205-8573 or TTY/TDD: 1-877-409-8711)**

Members can call Wegmans Member Services to speak with a representative to enroll in mail order. Members should have their ID cards available to do so.

**2.) Provider sends a prescription to Wegmans mail order**

When members want to start using mail order – they can direct their provider to send the prescription to Wegmans mail order.

- If the member is already enrolled, Wegmans will process the prescription and send out as necessary.
- If the member is NOT enrolled, a representative from Wegmans will call the member once the prescription is received to get the member's information to enroll in mail order.

**3.) Online at [www.wegmans.com/pharmacy](http://www.wegmans.com/pharmacy)**

After enrolling by phone, members can go online to create a web account.

- A prescription number is not required to create an account.
- To manage/order your prescriptions, you must first link a Wegmans prescription number to your web account. You can do this by using a prescription shipped by Wegmans, or by calling Wegmans Mail Order Pharmacy.

**Providers can submit prescriptions to Wegmans mail order:**

**1.) Electronically:** Providers can e-scribe to:

Wegmans RX Home Shipping #199, 2873 Broadway, Suite 100, Cheektowaga, NY 14227.

**2.) By Fax:** Providers can fax prescriptions to 1-866-242-7239. This is a secure fax that is only used for prescriptions.

**3.) By Phone:** Providers can call the customer service numbers listed below and be transferred to the automated

If you have questions about your coverage and benefits, please call **Pharmacy Benefit Dimensions Member Services Department** at (716) 635-7880 or 1-888-878-9172 (TTY/TDD users can call 711), Monday through Friday from 8 a.m. to 11 p.m. ET.

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### ProAct Mail Order

**Members can enroll through two easy methods:**

**1.) By Phone (1-888-425-3301; 1-877-635-9545 or TTY/TDD: 711)**

Members can call ProAct Member Services to speak with a representative and advise they would like to set up a mail order account. Members will need their member ID cards to do so.

- Once an account is set up, they can go to the website **[www.proactpharmacyservicespbd.com](http://www.proactpharmacyservicespbd.com)** and refill a script using the Quick Rx Refill option.

**2.) Enrollment in ProAct's mail order program cannot be completed online; however, if a ProAct mail order account is already established, members can go online at [www.proactpharmacyservicespbd.com](http://www.proactpharmacyservicespbd.com) to order refills from the Quick Rx Refill Option.**

Please note: Members will not be able to login to view claims, credit card info, shipping info, etc. Members can reach out to ProAct's member services team to get that additional information at any time.

**Providers can submit prescriptions to ProAct mail order:**

**1.) Electronically:** Providers can e-cribe to ProAct. They may need to search for the pharmacy by address: 1226 U.S. Highway 11 Gouverneur, NY 13642.

**2.) By Fax:** Providers can fax prescriptions to 315-287-3330. This is a secure fax that is only used for prescriptions.

**3.) By Phone:** Providers can call the customer service numbers listed below and be transferred to the automated prescription line.

Please note: If the medication is controlled substance it can only be sent in via mail to the address above or electronically.

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