

SAVE TIME AND MONEY

WITH PRESCRIPTION REFILLS BY MAIL



Your prescription benefit allows you to receive up to a 30-day supply of a prescription for one copayment when you pick it up at one of our pharmacies.

But you can avoid standing in line and get up to a 100-day supply on most of your prescriptions for just two copayments by having your refills delivered to you by mail. Ordering by mail is simple, it saves time and money, and we cover the cost of U.S. postage. **So order today.**

HOW TO GET YOUR REFILLS BY MAIL

For faster service, use our phone or online refill system and pay by credit card!

■ **By phone.**

Call the number on your prescription label anytime. Follow the prompts. Please have the following information handy: your medical record number, your prescription number, your home telephone number, and your credit card number and expiration date. Be sure to select the mail option.

■ **Online.**

Go to the member section of our Web site, members.kaiserpermanente.org, to order your refills. Go to the "Appointments/Rx refills" heading and click on "Refill prescriptions." Fill in the information requested and be sure to click on the option to have your refills mailed to you. If you're visiting our Web site for the first time, you'll need to register online to use the refill feature. Once you've registered, we'll mail you a password in 3 to 7 days.

■ **By mail.**

You can also mail us a preprinted order form. You can pick up these forms at our pharmacies, or you can call your local pharmacy and have forms mailed to you. When using the form, include your credit card number and expiration date or a check to cover your charges. If you pay by check, it may take an additional five days to deliver your refills.

We can mail your refills to you anywhere in the United States.

We will mail your refill to you at no additional charge. Please allow 7 to 10 days for your order to be processed. Most medications can be mailed, but there are some restrictions. Please check with your local pharmacy if you have any questions about a drug your doctor has prescribed.

If you have any questions about your benefits, please consult your *Evidence of Coverage* or call our Member Service Call Center, seven days a week, 7 a.m. to 7 p.m., at **1-800-464-4000** or **1-800-777-1370** (TTY for the hearing and speech impaired).

Thank you for choosing Kaiser Permanente.