



Magellan Rx Pharmacy

Mail Service What's New?

Frequently Asked Questions

How do I refill my prescription beginning September 1, 2016?

You can refill your prescriptions by calling 800-424-0472 or by logging into magellanrx.com and clicking on Mail Service to refill your maintenance medications. The mail service section of our website has changed and will allow you to request a refill, update payment and shipping address information, as well as view your mail service order history.

Why do I have to provide my credit card information again?

In an effort to protect your sensitive information, our new system will require you to supply your credit card information for orders **on and after September 1, 2016**, even if you have already supplied it for a previous order. To provide credit card information prior to getting a refill, please call 800-424-0472.

What number should my doctor use to fax prescriptions or send electronic prescriptions?

Your doctor can fax your prescription to 888-282-1349 or your doctor can send electronic prescriptions to Magellan Rx Pharmacy – Home.

How do I enroll my mail service prescriptions in auto refill?

On or after **September 1, 2016** you can setup your mail service prescription to auto refill by calling 800-424-0472 to enroll.

How do I change my shipping address for mail order prescriptions?

On **September 1, 2016** or after, you can log in at magellanrx.com to add or update your shipping address.

How do I request a refill of my *mail service* medication online on and after September 1, 2016?

- Log in to magellanrx.com and select member portal.
- If it's your first time on the site, complete the one-time registration process.
- Select Mail Service to fill your maintenance medication prescription.
- Select the "Refill" checkbox for each prescription you would like to refill and click continue.
- Enter your preferred shipping address and billing information.
- Review your order details and submit.

I also have specialty medication through Magellan Rx Pharmacy, how do I refill my specialty medications online on and after September 1, 2016?

- Log in to magellanrx.com.
- From the Tools tab select Specialty Pharmacy from the drop down list.
- Enter your Specialty Member Record Number (MRN) for this first refill request from the magellanrx.com website. Please call 866-554-2673 to obtain your MRN.
- Future specialty refill request will not require you to enter your MRN.
- Please allow 24 hours to receive activation confirmation via email.
- Once the activation is complete, you will be able to access your specialty prescriptions at magellanrx.com and click on Specialty Pharmacy to access your specialty prescriptions.

Who do I call if I have questions about my mail service prescription?

For all questions about your prescription please contact 800-424-0472.

We're here to help

If you have any questions about these changes or your mail service prescriptions, please call us at 800-424-0472. Representatives are available Monday through Friday from 8:00am-10:00pm EST and pharmacists are available 24/7 to speak with you.