



BioScrip Mail Service

Frequently Asked Questions

How do I contact you?

- Please call us at 1-800-677-4323 if you have any questions,
- Or, visit us on the Web at www.scrippharmacy.com

How do I order a new prescription?

- Mail your new prescriptions to:
 - BioScrip Dept C PO Box 1778 Columbus, Ohio 43272-5410.
 - ***Please include your account number with your prescriptions. Your account number can be located on either your refill sheet or your order invoice.***
(For example: 294849 or 00098765)
- Or, your doctor can fax a new prescription to us at: 1-800-205-7408. Due to Ohio Pharmacy law only a doctor can fax a prescription to us. However, certain controlled substance medications cannot be faxed. These **must** be mailed in to us.

How long does it take to receive my prescription?

- Upon mailing your prescription order request, please allow up to 14 days for processing and delivery of your shipment.
- Our standard processing time at BioScrip is normally 2 to 5 days. This does not include delivery time. If processing time is longer than 5 days we will contact you to notify you of the delay.
- For even faster service on your refills, you may call our automated refill line at 1-800-926-2455. This will eliminate the need to mail your request to us.
- We ship via The United States Postal Service, FedEx or UPS. Expedited shipping is available for an additional fee.

How do I refill my prescription?

- **By phone:** You may call our automated refill line at 1-800-926-2455. Please have your prescription number(s) and credit card information ready when making this call.
- **Automated:** BioScrip will contact you via our new, state-of-the-art automated refill reminder program when your next refill order is due for your maintenance medications. This automated call will happen approximately 3 weeks before your current supply runs out.



- **By Web:** You may visit us on the web at www.ScripPharmacy.com.
- **By mail:** After you receive your first order you will receive a refill order sheet separate from your invoice. Just check the box for the prescription you want to have refilled and mail that to us in the enclosed envelope.
- Most insurance companies will allow you to refill your prescription several weeks in advance. Ordering your refill in advance ensures that you will receive your medication before you run out.
- Don't worry about ordering your refill too soon - we will place it on hold until the date your prescription will be paid for by your insurance.
- If your doctor has made a change in your directions please make sure to note that when you send it to us to prevent any delays.

How much will my prescription cost?

- This will vary depending on your insurance. Most of the time we can answer this when you call us. We will help direct you to an answer if we do not have the information. Call the Member Services phone number on your prescription card to get the most current information. Because drug pricing can change on a daily basis a final determination of your co-pay cost cannot be made until your claim is processed.
- This cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication that the physician prescribes. Please be sure to advise your physician to prescribe for a 90-day supply (days allowed may vary by plan).

How can I pay for my prescription order?

- When requesting your prescription, please send a check or credit card number with your order request. We accept MasterCard, Visa, Discover and American Express.
- Payment may be made to our Billing Office at 1-877-849-7633. The Billing Office can accept check by phone or a credit card payment.