How does the Wake Forest Baptist Health Employee Mail Service work?
The Employee Mail Service is a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication for delivery to your home, office, or location you choose within North Carolina. North Tower Pharmacy, located on the main campus, serves as the central location for the Mail Service program, and all prescription processing and shipping will come from this location. We use FedEx to deliver your medications safely and securely.

How do I enroll in the Employee Mail Service?
Enroll in home delivery online at: 
Prescriptions.WakeHealth.edu or call and speak directly to a member of our team at (336) 716-2982 from 8am to 7pm, Monday through Friday. You’ll need to provide your address, prescription, and payment details as well as health and allergy information.

How should my Doctor write my prescriptions?
Have your doctor write your prescription(s) for a 90-day supply with three refills, if applicable. Your doctor can call, fax, or electronically prescribe your medication for home delivery.

If your doctor gives you a written prescription, fill out an order form. This form includes a confidential patient profile section. Write the member identification number, patient name, and patient date of birth on the back of each prescription. If you are sending a prescription for a family member, fill out an order form for that patient. Mail the form with the prescription(s) to the address on the order form. Additional forms can be found on our website.

Can you transfer my prescriptions from another retail pharmacy to the WFBH Employee Mail Service pharmacy?
If you have existing maintenance prescriptions that are eligible, you can request to have them transferred from a retail pharmacy and delivered to you through our Employee Mail Service. List the name of the pharmacy, their phone number and any medications that need to be transferred on the new patient enrollment form located at Prescriptions.WakeHealth.edu or call us at (336) 716-2982 during pharmacy business hours.

Timing and shipping

How are my medications shipped?
Orders will be delivered by FedEx mail services directly to the address provided.

When will I receive my order?
Our pharmacy can often ship refill orders within one to two business days, if no additional information is required. New orders can take up to 7 days for delivery from the date we receive your order. Please allow a few extra days for your first order.

What could cause a delay in prescription processing?
Your prescription could be delayed if:
- Your prescription is incomplete or unreadable
- There is a manufacturer backorder
- Your medication requires prior authorization
- Your payment information has changed or expired
- Your medication has no refills or is expired

We will notify you if there will be a delay with your prescription shipment. Your prescriptions may ship in separate packages to avoid delaying your whole order, if necessary.

My medication requires refrigeration. Can you mail?
We ship medications with special handling requirements, like those requiring refrigeration. They will be mailed Monday through Friday for next day delivery.

Do you mail controlled substances?
Yes, controlled substances are eligible to be mailed however, an adult 21 years of age or older must be present to sign for the package once it arrives.

Will my prescriptions be automatically refilled and mailed?
No, we do not currently offer an automatic refill service. You can call, email, submit an online request, or utilize our mobile app to request your medication refills.

More information on back
What happens if I don’t receive my order?
If you do not receive your order within 7 days, please contact us. It is our priority to make sure you have the medication you need.

Prescription refills

How do I order a prescription refill?
Prescriptions can be refilled by one of the following methods:
• Call the number on your prescription bottle
• Use our online refill service at Prescriptions.WakeHealth.edu
• Email us at RxMailOrder@WakeHealth.edu
• Use our mobile app by downloading “RefillRx”

How soon can I order a prescription refill?
For most non-controlled prescriptions, you may reorder when you have approximately 2 weeks of your prescription left. Your prescription label includes a target date for refilling the prescription.
When you order refills online or through the automated phone system, you will receive a message if your prescription is “too soon to refill.”
If you place a refill order after the expiration of your prescription, or if no refills are remaining, we will contact your doctor for a new prescription. This may cause a slight delay.

Medication coverage and cost

How much will my medicine cost?

<table>
<thead>
<tr>
<th>Drug Type</th>
<th>WFBMC Pharmacy (30 day supply) Copay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic</td>
<td>$12</td>
</tr>
<tr>
<td>Preferred</td>
<td>$30</td>
</tr>
<tr>
<td>Non-preferred</td>
<td>$60</td>
</tr>
</tbody>
</table>

For generic and preferred brand maintenance drugs, you can get a three-month supply for a two-month copay.

How can I pay for my home delivery prescriptions?
Mail Service prescription co-payments will be charged to an on-line account created during the enrollment process. FSA and most major credit cards are accepted. Currently, we cannot accept American Express.

Miscellaneous

What if I have a question or problem with my medication order?
Call us directly at (336)716-2982 or email at RxMailOrder@WakeHealth.edu.
Our goal is to provide you with the best customer service and pharmacist support. We want to hear from you if you have any questions or if you would like to provide feedback.

What if I need to speak with a pharmacist?
Pharmacists are available to answer any medication questions. Call the number on your prescription bottle.

Can I fax my prescription that I received from my doctor?
No, legally we can only accept faxed prescriptions from your doctor’s office. Some restrictions may apply.

Is my information kept private?
Yes. We ask you for some personal information and we keep this information completely private. We use this information to help make sure you get the best care possible.

Why did I receive less than a 90-day supply of my prescription?
The most common reason is that your doctor may have only written the prescription for 30 days, or a prepackaged medication may not be packaged as a larger days’ supply. Remember to ask your doctor to write a prescription for up to a 90-day supply, with up to three refills, if your doctor determines it’s appropriate.

What is a “controlled” medicine?
A controlled medicine, such as a narcotic, has stricter guidelines and may be handled differently than non-controlled medicines, such as a medication for diabetes. We adhere to federal and state laws in the dispensing of all medicines.
An adult, 21 years of age or older, must be present to receive package from FedEx.

Still have questions? Our friendly pharmacy staff is here to help.
Call us at (336)716-2982 or email at RxMailOrder@WakeHealth.edu.