

# MaxorPlus Mail Order Instructions



GISC is pleased to provide this additional information as a supplement to your MaxorPlus packet on the Mail Order Pharmacy.

Expedite your mail order prescription by following the guidelines below.

## **First, ENROLL IN MAIL ORDER PROGRAM**

1. Have your Medical/Prescription ID card ready;
2. Go online to [maxorplus.com](http://maxorplus.com), click on "Register"
3. Follow the instructions to create your account called MyMaxor.
4. Once you have an account log in and choose "create a mail order account" under Member Services. You will need to complete a form for each covered family member.
5. Complete the form as stated.
6. Have a credit or debit card for your flexible spending account (FSA)? Set it up as your first payment. You cannot use this after the prescription has been filled.

**Second, CALL OR VISIT YOUR DOCTOR FOR A PRESCRIPTION.** Be sure that it is written for mail order which means that you can get 90 days at a time and you have three refills. This allows for a one year supply.

**Third, SEND YOUR PRESCRIPTIONS** using one of the following methods:

- Mail the original prescription from your physician to Maxor Pharmacies, PO Box 32050, Amarillo, TX 79120-2050 or;
- Have your physician call in your prescription toll free to [800-687-8629](tel:800-687-8629) or [806-324-5500](tel:806-324-5500). All your physician will need is your member # or;
- Have your physician fax your prescription to [866-589-7656](tel:866-589-7656) or;
- Have your physician e-prescribe through Surescripts.

- You cannot transfer an existing retail prescription to mail order.

## **REMEMBER**

- ❖ New Prescriptions can take up to two weeks; have your doctor give you a 30 day prescription that you can pick up at your retail pharmacy.
- ❖ Never hesitate to ask your doctor for a sample instead of the 30 day supply.
- ❖ Maxor MAIL ORDER Customer Service is available to you 7 days a week. Call them toll free at 800-687-0707 they will transfer you to mail order's specialized customer service representatives.
- ❖ Call GISC at 800-242-4472 if your prescription is declined or you have questions.
- ❖ When you enroll at MaxorPlus.com all of your information is protected as required under federal law.

**MANAGE YOUR HEALTH & WELLNESS** at MaxorPlus.com by:

- Ordering refills;
- Checking drug costs;
- View Prescription history;
- Check drug interactions;
- Find health information;
- Calculate your copay;
- Check your formulary;
- Locate a retail pharmacy;
- Read featured articles.