



Mail Order Pharmacy

The EmpiRx Health mail order pharmacy can save you **time** and **money** by delivering your long-term medications right to your door.

Getting Started

Your prescriber can submit prescriptions on or after January 1, 2024, electronically to our mail order pharmacy (Prescription Mart) or by fax to 1-409-866-1317. Be sure your prescriber includes the patient's name, cardholder's name, Member ID number, shipping address, and patient's date of birth.

Only prescriptions from a doctor's office will be accepted via fax.

Members that have open mail order prescriptions, EmpiRx Health will receive an Open Refill Transfer File (ORTF) from your current mail order pharmacy no later than January 15, 2024. A new prescription from your provider is not required.

Refills

If you choose to submit your prescription by mail, complete the mail order form included with your Welcome Packet. Attach your prescription and submit in the pre-addressed envelope.

When you're ready for a refill, you have three options:

- **Online:** Visit myempirxhealth.com or download the EmpiRx Health App (available on Google Play and the App Store) to create your account. Select Prescriptions, locate the Recent Prescriptions you want to refill, and select Refill to add to cart. Check out to complete the refill request.
- **Phone:** Live, toll-free Member Services is available to you 24/7/365 at 1-833-419-3436. A Member Service Representative will assist you with your refill request. Have your Member ID number and credit card information ready.
- **Mail:** Send the Refill Request Order Form provided with your last shipment back to our mail order pharmacy in the pre-addressed envelope.

Payment

Credit cards (Visa, MasterCard, Discover, and American Express) and debit cards are accepted forms of payment. You may also pay by check or money order made out to: Prescription Mart, P.O. Box 12607 Beaumont, Texas, 77726.

Please do not send cash.

Please allow up to two weeks to fill prescriptions by mail. Expedited processing is available for an additional charge.

Delivery

You can have medications delivered to your home or any secure location. It will arrive in nondescript packaging, but a signature may be required. If a signature is required or your medication requires temperature control, please be sure to confirm you will be at the ship-to location at the time of delivery. You can check the status of your prescription at any time at myempirxhealth.com, on the EmpiRx Health App, or by contacting Member Services. USPS standard shipping is 5 days depending on location. Expedited shipping is available at an additional cost.

Questions

If you have any questions or require additional information, you can always contact EmpiRx Health Member Services toll-free at 1-833-419-3436/TDD 711.