



Save postage and time, by having your physician call or fax your next new prescription in to us:

**866-909-5170** Call Center  
**866-909-5171** Fax  
**771** TTY

**Write us at:**  
Orchard Pharmaceutical Services  
P.O. Box 3094 | N. Canton, Ohio 44720



Orchard's easy to use website is [www.orchardrx.com](http://www.orchardrx.com). Go to our website and register now and create your member profile. Once registered you can select your shipping preferences, add a credit card to your account and change your personal information. It's convenient to order and track refills in your account and view your order history. The website also provides access to various healthcare related forms and information.

**Log on today!**



## Mail Service PROGRAM



### AFFORDABLE PRICES, GREAT SERVICE

To help improve your healthcare services and lower your costs, Orchard offers you the benefits of our mail service program.

- QUALITY MEDICATIONS
- AFFORDABLE PRICES
- HIGHEST LEVELS OF SERVICE
- EASY & CONVENIENT TO USE
- DELIVERY TO YOUR HOME OR OFFICE

**All questions regarding the Orchard mail service program should be directed to:**

**Orchard Pharmaceutical Services, Inc.**  
P.O. Box 3094, North Canton, OH 44720  
**1-866-909-5170**

**Monday-Friday**  
8 am - 10 pm

**Saturday**  
8 am - 4:30 pm

711 TTY

[www.orchardrx.com](http://www.orchardrx.com)

### Generic vs. Brand Name Drugs

Orchard will automatically dispense the generic drug unless specified otherwise by you or your doctor. The generic name of a drug is its chemical name and the brand name is a trade name which it is advertised and sold under. By law, generic and brand name drugs must meet the same standards for safety, purity, strength, and effectiveness. Generic drugs may reduce your out of pocket costs (copayments) without compromising the quality of your prescription plan. Depending on your benefit design, additional charges may apply if you choose or your physician orders a brand name drug when a generic is available. Please check your prescription benefit coverage.



# What Is Orchard's Mail Order Pharmacy?

Orchard Pharmaceutical Services ("Orchard") is a fully licensed pharmacy staffed with licensed pharmacists and certified pharmacy technicians. Orchard offers convenient and affordable mail delivery of prescription medications directly to your home, office or location of your choice. There are no shipping and handling fees and you may receive up to a 90 day supply of most medications delivered right to your door before you are out of medication. Most retail pharmacies only dispense a 30 day supply of a prescription at a time. Using a mail order pharmacy may reduce or eliminate your monthly pharmacy visits for maintenance medications taken on an ongoing basis.

## What are Maintenance Medications?

Maintenance medications are used to treat long lasting or chronic conditions and are taken for extended periods of time. They include medications for blood pressure, arthritis, heart conditions, birth control, cholesterol, asthma and others. Orchard is a convenient, dependable and less expensive way to obtain your maintenance medications.

## How can mail order help me comply with my doctor's prescriptions?

Our FREE compliance program is set up to ease the burden of marking your calendar when your next refill is due, and eliminate extra trips to the pharmacy. Our program is set up to AUTOMATICALLY refill and charge your prescriptions when about 70% of your current order has been consumed. This way you will never run out of your medication. Please contact Orchard's Customer Service at 1-866-909-5170 or 711 TTY (8am-10pm M-F and 8am-4:30pm Saturday) and request to be enrolled in the automatic refill option.

## How do I start using Orchard's Mail order prescription delivery program?

To obtain your mail order prescriptions from Orchard you will need to create an account before you are ready to order. To create an account you can visit us online at [www.orchardrx.com](http://www.orchardrx.com) call our toll-free number at 1-866-909-5170 or our TTY line at 711 for the hearing impaired during our regular business hours, Monday thru Friday 8am to 10pm and Saturday 8am to 4:30pm, and speak to an Orchard Customer Service Representative; or complete an enrollment form available from Orchard or your benefit administrator.

Mail original new 90 day prescriptions to Orchard or have your physician fax them to 866-909-5171.

## How Do I Order My Refills?

Refills on your existing prescriptions can be ordered online at our website [www.orchardrx.com](http://www.orchardrx.com) or through our Interactive Voice Response system (IVR), 24 hours, 7 days a week. Using a touch-tone telephone, simply dial our toll-free number (1-866-909-5170) then select option "1" to access the automated refill center. It is easy to follow the prompted directions. During regular business hours, you may call an Orchard Customer Service Representative; or you may complete your reorder form that comes with each order and return in the Orchard self-addressed envelope. Orchard provides easy methods to reorder your prescriptions quickly and accurately.

**Visit us  
ONLINE:**  
[www.orchardrx.com](http://www.orchardrx.com)

