

# Convenient Home Delivery

YOUR MEDICATIONS AT YOUR DOORSTEP



Never run out of the medicine you take every day with Home Delivery. You get a 90-day supply of your medication delivered right to your door, usually at a cost that is less than a retail pharmacy. Skip the lines, save gas and let us remember the refills when you choose auto refill! Don't wait until the last minute. Transfer your prescription to Home Delivery now!



## We make it easy to sign up

- ▶ Call **866.516.1121** or visit [CastiaRx.com/members](https://CastiaRx.com/members) to complete the registration form
- ▶ Once you are registered, we will contact your doctor for a 90-day prescription with refills



## Choose an option to order refills

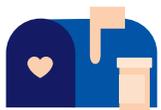
- ▶ It's time to order a refill when you have a 10-14 day medication supply still on hand
- ▶ Order refills online or enroll in auto refill. It's fast and easy – details on page 2
- ▶ Call **866.516.1121** or visit [CastiaRx.com/members](https://CastiaRx.com/members) to complete the refill form



## Submit applicable copayments

- ▶ Pay with a major credit/debit card, electronic check, FSA/HSA card, check or money order
- ▶ To simplify the refill process, authorize CastiaRx to keep your credit/debit card on file

## Getting your medications



- ▶ On average, allow 5-7 days for processing and shipping
- ▶ Shipments are sent via U.S. Postal Service at no charge
- ▶ Expedited shipping is available for an additional fee
- ▶ Temperature-sensitive drugs are shipped next day service Monday-Thursday

## Have a new prescription for mail order?

Your doctor can submit your prescription(s) by ePrescribe, fax or mail.

# Save time and avoid missed refills with auto refill!

Enroll in our Auto Refill Program to make getting your regular prescriptions from CastiaRx Home Delivery even easier. Once enrolled, no action is needed on your part to reorder. CastiaRx will call you every 90 days to authorize your refill shipment. Once you have confirmed the order, we will ship your medications straight to your door.

Once you have received your first shipment from CastiaRx Home Delivery, you're eligible to enroll in auto refill. **Enrolling is fast and easy, just follow these four steps:**

1. Visit [CastiaRx.com/members](https://CastiaRx.com/members) and click **Order Refills**.
  - ▶ Sign in or create an account. Have your mail order invoice handy, as you will need your Auto Refill Program Number (AR #) to create an account.
2. Once logged in, select the auto refill page.
3. You must review and accept the legal terms.
4. Choose the prescription(s) you want to set up for auto refill and click **Submit**. You will receive an email confirmation.

Not interested  
in auto refill?

That's okay,  
you can still order  
refills online using  
this program.

## Frequently Asked Questions

### Are there any medications that I can't set up for auto refill?

- ▶ Controlled substances, including narcotic pain medications, can't be filled using auto refill. There are federal guidelines that prevent auto refill for these drugs. All other mail order medications can be set up for auto refill.

### When will my prescription(s) be processed?

- ▶ CastiaRx will ship your prescriptions several days before the next refill date stated on your online prescription profile or reorder form.

### What if my prescription is out of refills?

- ▶ CastiaRx will contact your doctor when you run out of refills or the prescription expires. We want to help ensure you always have the medications you need.

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ATTENTION: CastiaRx complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-516-1121 (TTY: 1-866-706-4757).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-516-1121 (TTY: 1-866-706-4757). // CastiaRx cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-516-1121 (TTY: 1-866-706-4757)。 // CastiaRx 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。