



# Mail Order Pharmacy Convenient | Reliable | Affordable

## What is a mail order pharmacy?

Mail order pharmacies provide a reliable, and affordable option for patients to safely access prescription drugs from the convenience of their own home.

Mail order pharmacies offer 24/7 access to customer service representatives and pharmacists, including translation services and special services for individuals with disabilities.

Mail order pharmacies typically provide 90-day prescriptions for drugs that are used to treat chronic conditions.

## How does mail order help consumers?

By keeping costs down - mail order pharmacies have greater efficiency and lower overhead costs than retail pharmacies.

By saving money - home delivery will save consumers, employers, and health plans \$59.6 billion over 10 years.

By improving medication adherence - 84.7% of patients who received their medications by mail stuck to their prescribed regimen at least two-thirds of the time.

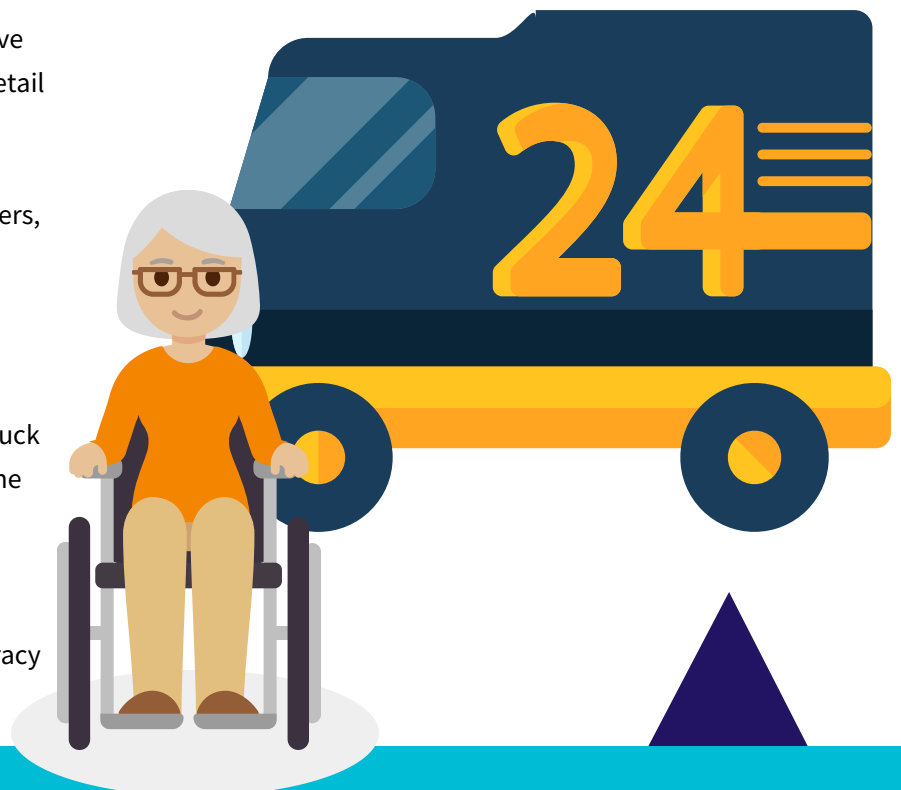
By ensuring accuracy - mail service pharmacies dispense prescriptions with 23-times greater accuracy than retail pharmacies.

## Why do health plans use mail order pharmacies?

Health plans establish robust pharmacy networks to provide their members with access to highly trained pharmacists and clinicians providing cost-effective prescription medications through the mail where appropriate.

Mail order pharmacies employ pharmacists that focus on clinical and cost-management functions, rather than basic prescription processing, to save money and deliver high-quality care to members.

Health plans do not require members to use mail order pharmacies, but encouraged use during the COVID-19 pandemic to ensure safe, continuous access to medications.



Health plans selectively contract with pharmacy networks to ensure delivery of safe, high-quality, and cost-effective medications. Any willing pharmacy (AWP) laws assume that all pharmacy services are the same, no matter who provides them or how they are organized.