



## Frequently Asked Questions | Mail Order Pharmacy

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Our mail order pharmacy lets you get the medicine you need without leaving home, which makes it a great way to protect yourself and keep the coronavirus from spreading.

*Want to learn more about COVID-19 and how your health fund is responding? Visit [www.uhh.org/coronavirus](http://www.uhh.org/coronavirus)*

### What is mail order pharmacy?

The mail order program is part of your pharmacy benefit. It saves you a trip to the pharmacy by delivering medicine straight to your mailbox. And in many plans, your prescriptions cost less through the mail order program and you can get a larger supply.

### How do I get started?

There are two ways you can sign up:

**By phone:** Call WellDyneRx at **844-813-3860**. They will ask you about any allergies or medical conditions you have and get your address and payment information.

**Online:** Follow the steps below at [www.WellDyneRX.com](http://www.WellDyneRX.com) and follow the steps below:

- Click the **"For Members"** tab at the top of the page
- Click **"Register Now"** on the login page
- **Enter your member ID, name, and date of birth** to create a new account  
*You can find your member ID number on your prescription ID card (if you are in the Hospitality Plan or Food Service Plan, this number is listed on your medical ID card)*
- **Set up** your account **profile**
- Fill in allergy/health condition information
- **Provide a payment method** (credit or debit) to speed up the ordering process

### Does my doctor need to send in a prescription?

Yes. Your doctor can either fax or mail us your prescription (*please share the information below with your doctor*).

#### **WellDyneRx Prescription Delivery:**

- Mailing address: P.O. Box 90369, Lakeland, FL 33804
- Fax: 877-221-1259
- Your doctor can also send your prescription electronically (using the name "WellDyneRx Prescription Delivery Service")

### How long will it take to get my medicine?

Once the pharmacy has the information it needs from you and your doctor, it takes **7-10 business days** to receive your medicine. If you need it more quickly, please call 844-813-3860.

### What is my mail order copay? How do I pay it?

You can find your copays online at [www.hospitalityrx.org](http://www.hospitalityrx.org) (click “Members” at the top of the page and select your plan).

WellDyneRx accepts the following forms of payment—VISA, MasterCard, American Express, Discover, check, check by phone, and money order. To avoid possible shipping delays for unpaid balances, we encourage members to pay by credit card.

### How do I order refills?

There are two ways to order refills:

**By phone:** Call WellDyneRx at 844-813-3860

**Online:** Visit [www.WelldyneRX.com](http://www.WelldyneRX.com)

Your payment card on file will be charged for your medication order.

Once you fill your last refill, contact your doctor as soon as possible. He or she can send new prescriptions to WellDyne (*see instructions above*) before you run out.

### Who can I call if I have questions?

- For mail order questions, call WellDyne (24 hours a day, 7 days a week): **844-813-3860**
- For all other prescription questions, call Hospitality Rx: **844-484-4726**