



Frequently Asked Questions about Converting to WellDyneRx mail order pharmacy

Q Do I need to call my doctor and get a new prescription?

A If you have been getting maintenance medications via mail order from Prescription Solutions, your unexpired prescriptions will be automatically transferred from Prescription Solutions to WellDyneRx. After September 1, you can go online to www.welldynernx.com or call WellDyneRx at 866-490-3326 to order your next 90-day refill.

Q What if my prescription has expired?

A You will need to contact your doctor's office to get a new prescription. Your doctor's office can mail or fax (888-830-3608) the prescription to WellDyneRx.

Q I've been getting my maintenance medications via mail order from Prescription Solutions for the past year. How can I make sure I continue to receive those prescriptions from WellDyneRx after September 1?

A First, you will need to register as a mail order customer with WellDyneRx. Follow the instructions in this letter to register via the Internet or by calling WellDyneRx. You can register with WellDyneRx anytime before you need to refill your prescription. Your unexpired prescription will be automatically transferred from Prescription Solutions to WellDyneRx (unless it is a controlled substance medication). After September 1, go online or call WellDyneRx to order your next 90-day refill.

Q I have an approved prior authorization for a prescription medication. Will I have to request a new prior authorization before WellDyneRx can refill the prescription?

A No. Your unexpired prior authorization will be automatically transferred from Prescription Solutions to WellDyneRx. After September 1, go online or call WellDyneRx to order your next 90-day refill.

Q I need to refill my prescription before September 1. What should I do?

A Prescription Solutions will continue to refill Dean Health Plan member prescriptions through August 26. Between now and August 26, please contact Prescription Solutions for your refills. If you need a refill after August 26 but before September 1, contact Dean Health Plan Customer Service at 1-800-279-1301.

Q I have been getting a controlled substance medication via mail order. How will I continue to receive that prescription from WellDyneRx?

A You will need to contact your doctor's office to get a new prescription. Your doctor's office will have to mail or fax (888-830-3608) the prescription to WellDyneRx.

Q Other insured members of my family want to receive mail order prescriptions. How do they sign up with WellDyneRx?

A Additional family members will need to register as mail order customers with WellDyneRx. They can follow the instructions in the letter to register via the Internet or by calling WellDyneRx.

Q Will my prescription automatically be sent to me once I register/enroll in the WellDyneRx mail order program?

A No, even if you have registered/enrolled, you will still need to order your refills. WellDyneRx will not automatically send medications to you.

Q I have a brand medication that has a generic available, will WellDyneRx automatically send me the generic?

A Yes. If a generic medication is available for your medication, WellDyneRx will dispense the generic unless your physician has written your prescription to be filled as brand only, you specifically request the brand or it is specified by your benefit. If you would like a brand rather than a generic, please be sure to request the brand at the time you place your order.

If you have any other questions about continuing to receive your prescription medications during this time of transition, please call Dean Health Plan Customer Service at 1-800-279-1301.