

Mail Order Pharmacy Guide

Your mail order pharmacy is **Amazon Pharmacy**. Before filling a prescription, you will need to enroll. Please follow the steps below:

Step 1. Enroll with Amazon Pharmacy:

1. Visit www.amazon.com/smithrx and click on “**Get Started**”. If you are already an Amazon customer, follow the sign-up process. If you’re not yet an Amazon customer you’ll need to sign-up, validate yourself and then follow the instructions. You can also use this QR code. (1) Open the camera app (2) Frame the QR code (3) Click the pop-up to quickly access the sign-up page.
2. Verify and/or add your insurance: you may find an additional 2-digits to your pre-populated member ID. It is important to verify your full member ID on your card against the insurance profile. Reminder: please have your insurance member ID card ready to double check all of your information.



Step 2. Request a new prescription or Transfer an existing prescription:

New Prescriptions: Request your doctor or prescriber to send a **90 day supply** of your new prescription to **Amazon Pharmacy** via electronic prescribing (e-scribe) or via phone/fax.

- **Name/E-scribe:** Amazon Pharmacy Home Delivery
- **Amazon Pharmacy fax:** 512-884-5981
- **Amazon Pharmacy address:** 4500 S Pleasant Valley Road, Suite 201, Austin, TX 78744-2911
- **Amazon prescriber and pharmacy line:** 855-206-3605

Existing Prescriptions: Existing prescriptions with Serve You Rx will be automatically transferred directly to **Amazon Pharmacy** by 9/1/2023. If you are transferring an existing prescription from another pharmacy, please note the prescription(s) must have remaining refills.

Step 3. Order your medication:

When your prescription(s) are processed, you will receive a notification from Amazon Pharmacy that your medication is ready to order and you will need to go back to your account to check out.

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Step 4. Ordering refills:

You may order prescription refills by logging into your Amazon Pharmacy account: www.amazon.com/smithrx. *This option is limited to prescriptions that have previously been filled by Amazon and have refills remaining.

If you need to update your mailing address or payment information, please do so at www.amazon.com/smithrx.

How long will it take to get my medication?

After an order has shipped, you can track your packages by visiting **"Your orders"** on Amazon Pharmacy. From here, you can find the latest tracking information as well as updates to when your package will arrive. If an order includes multiple items, each may have separate delivery dates and tracking information.

You'll receive your medication in secure, discreet packaging with status updates along the way. Prime members get free 2-day delivery. All customers get free 4-5 day delivery or can upgrade to 2-day delivery for \$5.99.

Who do I contact if I have questions or need support?

SmithRx Member Support team is here to help. You can reach our team at 844-454-5201, or email us at help@smithrx.com. We now also offer the option to chat with an agent at www.smithrx.com.

For Amazon Pharmacy Customer Care assistance, please visit: amazon.com/pharmacy-contact-us. Customer Care is available Monday through Friday 8:00 a.m. – 10:00 p.m. ET and Saturday and Sunday 10:00 a.m. – 8:00 p.m. ET. And pharmacists are always available 24/7/365.

The pharmacy that really delivers

amazon pharmacy



Getting started with Amazon Pharmacy is easy...

Upfront pricing, easy refills & no more waiting in pharmacy lines.

Amazon Pharmacy is fully accredited and can fill most brand name and generic medications.*

Amazon Pharmacy offers:



Easy online sign-up with the option of importing your medication history



An Amazon shopping experience with free shipping



24/7/365 access to a pharmacist, or chat online with Customer Care



Clear pricing to help you save time and money



The ability to **manage your medication and order history**

✓ To sign-up visit:

1. Visit www.amazon.com/smithrx and click on "Get Started". If you are already an Amazon customer, then follow the simple sign-up process. If you're not yet an Amazon customer you'll need to sign-up, validate yourself and then follow the instructions.
2. Verify and/or add your insurance: you may find an additional 2-digits to your pre-populated member ID. It is important to verify your full member ID on your card against the insurance profile. Reminder: please have your insurance member ID card ready to double check all of your information.
3. Once you are signed-up and your medication(s) are processed, you will receive a notification from Amazon Pharmacy that your medications are ready to order and you will need to go back to your account to check out.



- (1) Open the camera app
- (2) Frame the QR code
- (3) Click the pop-up to quickly access the sign-up page.

Reminder: Let your provider know that you are switching to Amazon Pharmacy and they can easily send your prescriptions to:
E-SCRIBE: Amazon Pharmacy Home Delivery | FAX: 1-512-884-5981

Need Further Assistance?

As always, the SmithRx Member Support team is here to help. You can reach our team at **844-454-5201**, or email us at help@smithrx.com. We now also offer the option to chat with an agent at www.smithrx.com. For Amazon Pharmacy Customer Care assistance, please visit: amazon.com/pharmacy-contact-us.

*Amazon Pharmacy does not dispense Schedule II controlled substance medications and more than a 30-day supply of Schedule 3-5 controlled substances.