



Home delivery pharmacy

Your **PHP Care Complete FIDA-IDD (Medicare-Medicaid Plan)** prescription insurance plan includes having your maintenance medications shipped from AllianceRx Walgreens Prime to your home or other location of your choice.

Maintenance medications are used to treat chronic (long-term) conditions. You may get up to a three-month supply or the most allowed by your prescription plan.

Getting started

It's easy to register and order your first prescription.

- Online: Register at www.alliancexwp.com/home-delivery. When you are done registering, you will see a confirmation page. This page will tell you how to order your prescription.
- By mail: Complete the registration form and mail it, along with your original prescription, to the address on the form. AllianceRx Walgreens Prime - P.O. Box 29061- Phoenix, AZ 85038-9061
- By phone: Call our Customer Care Center at 800-489-2197 and have your insurance information handy.

Additional ordering options after registration. Ask your doctor to e-prescribe or fax your new prescription.*

- E-prescribe: E-prescribing is sending prescriptions electronically. If your doctor is able to, ask them to use e-prescribe.
- Fax: Use the enclosed fax form or log into your online account to print a prescriber fax form. Give the form to your doctor to fill out and fax to the number on the form.

If you need your medication right away. Ask your doctor for two prescriptions:

- One for a short-term supply (for example, a 30-day supply or the amount allowed by your prescription plan) that your local pharmacy can fill right away.
- One for a 90-day supply with three refills (or the most amount allowed by your prescription plan) for your doctor to send to AllianceRx Walgreens Prime.

Free standard shipping. Please allow 10 business days from the time you place your order until delivered at the address you chose.

Flexible payment options

As a member of the **PHP Care Complete FIDA-IDD (Medicare-Medicaid Plan)** you pay \$0 for your prescription drug benefit. Should you choose special shipping options such as Next Business Day: \$19.95 or 2nd Business Day: \$12.95 shipment you will be responsible for shipping fees. We must have payment in full—by credit card or check—with every prescription order. We accept all major credit cards. To make it easier, we can keep your credit card on file for future orders by adding it to your secure online account. To set this up, choose one of these three options:

1. Add the information to your online account.
2. Complete the fields on your registration form.
3. Call our Customer Care Center at 800-489-2197.

AllianceRx Walgreens Prime Customer Care Center: 800-489-2197 TTY: 800-925-0178

En español: 800-778-5427 TTY: 877-220-6173

Hours of operation: 24 hours a day, 7 days a week