

320 S. POLK STREET, SUITE 200, AMARILLO, TEXAS 79101

Welcome to MaxorPlus and MXP Pharmacy!

Below are frequently asked questions and answers about our Mail Order Program.

How do I register with MXP Pharmacy?

- There are multiple ways to register with MXP Pharmacy. Once you receive your ID card, you can:
- Go online and activate your mail order account at www.maxorplus.com. Registering and linking your patient profile with your first name, Date of Birth, member number and group number (which are located on your card).
- Fill out the Mail Order Form that is available on the website, and mail it to the pharmacy, along with your prescription and payment information.
- Call us toll-free at 800-687-8629 and speak to a Member Advocate who will help you activate your mail order account. Hours of operation are Monday - Friday 7am-9pm, Saturday 8am-6pm, Sunday 9am-5pm CST.

How do I pay for my prescriptions?

- If an online mail order account has been activated, the credit/debit card saved securely will be used to process payments on new and existing refill prescriptions.
- If you are mailing in your prescriptions, you can send a check, money order, or credit/debit card information along with your Mail Order Form. Orders cannot be processed without payment. The mailing address is PO Box 32050 Amarillo, TX 79120 or, 416 S. Tyler St. Amarillo, TX 79101.
- Contact MXP Pharmacy Member Services at 800-687-8629 to add or update your credit card information. Hours of operation are Monday - Friday 7am-9pm, Saturday 8am-6pm, Sunday 9am-5pm CST.
- **Please note that orders cannot be processed without payment.**

How will my prescription order be mailed to me?

- Your medications are generally delivered via first-class mail by the US Postal Service.
- We offer expedited shipping through UPS for an additional fee. **Please note that UPS requires a physical address and will not deliver to PO Boxes.**
- Refrigerated medications, such as insulin, high plan cost medications over \$2,000 and Controlled 2 medication are shipped UPS overnight at no additional cost to you.

How long does it take to receive my prescriptions?

- You should receive your medication within five business days from the time MXP Pharmacy receives and processes your prescription. **Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).**

What happens if my prescription requires a prior authorization?

- If your prescription claim rejects at MXP Pharmacy due to a prior authorization, we will obtain the necessary information to process the request and reach out to you if needed.
- Typically, this process takes 3 business days, depending on how quickly the required information is obtained from your physician.
- If you have any questions regarding the status of a prior authorization request, please call MaxorPlus Member Services at 800-687-0707. Hours of operation are 24/7.

What happens when my prescription is out of refills?

- When your prescription has no refills remaining, we will contact the prescribing doctor for a new prescription, upon your request.
- If you have changed physicians since you last filled your prescription, please contact your physician to request a new prescription.

May I fax or email new prescriptions?

- Only your doctor can fax, electronically submit, or call in new prescriptions.
- You may mail your prescription in, to either address PO Box 32050 Amarillo, TX 79120 or, 416 S. Tyler St. Amarillo, TX 79101.

How can I transfer prescriptions to MXP Pharmacy, from my previous pharmacy?

- The pharmacist from the current pharmacy can call MXP Pharmacy to initiate the transfer.
- Your physician can send new 90 day supply prescriptions to MXP. They can call 800-687-8629, fax 1-866-589-7656 or send the prescription electronically through Surescripts, by searching "Maxor -MXP Mail Order Pharmacy".
- You can call and speak to a Member Advocate at 800-687-8629 to initiate the transfer. Hours of operation are Monday - Friday 7am-9pm, Saturday 8am-6pm, Sunday 9am-5pm CST.

How do I refill my prescriptions?

There are several options available for ordering refills:

- You may refill your prescriptions on our website at www.maxorplus.com once you have registered. Please choose the Maxor Pharmacy Refills tile.
- Members can call 800-687-8629 and follow the IVR instructions to refill medications or to speak with a Member Advocate about refills. Hours of operation are Monday - Friday 7am-9pm, Saturday 8am-6pm, Sunday 9am-5pm CST.
- You may print a Mail Order Form from the MaxorPlus website and mail it to the pharmacy, along with your prescription and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Our mailing address is: MXP Pharmacy, PO Box 32050, Amarillo, Texas 79120-2050 or 416 S. Tyler St. Amarillo, TX 79101.
- The earliest refill date is printed at the bottom of your prescription bottle.
 - Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with a 92, found at the top left corner of your prescription bottle. The prescription number will remain the same until your refills run out.

Helpful Tips:

- MXP Pharmacy may need to obtain a new prescription from your physician due to certain scenarios. The most common reasons would be a prescription with no refills remaining or any changes to a current prescription.
- Please make sure your address is correct when filling a prescription at MXP Pharmacy. To change or update your address, visit our website at www.maxorplus.com but you must have a credit card on file, or call MXP Pharmacy Member Services at 800-687-8629. Hours of operation are Monday - Friday 7am-9pm, Saturday 8am-6pm, Sunday 9am-5pm CST.