Magellan Rx Pharmacy

Home delivery by Magellan Rx Pharmacy

Save time and money with a 90-day supply of your medications by mail

How to fill your first prescription with our pharmacy

If you already have a 90-day prescription:

Mail your 90-day prescription and home delivery order form with payment to Magellan Rx Pharmacy, P.O. Box 620968, Orlando, FL 32862.

Home delivery order forms are available at magellanrx.com/member/forms

If you need a new prescription:

First, ask your doctor to write two prescriptions:

1. **30-day supply to fill right away at your local pharmacy**
2. **90-day supply with refills to start your home delivery service**

Next, ask your doctor to **e-prescribe** to Magellan Rx Pharmacy, LLC (Mail-ORL) or **fax** your prescription to 888-282-1349.

How to get refills

PHONE

Call us at **800-424-8274 (TTY: 711)** with your prescription number and payment information.

MAIL

Complete the refill section on the home delivery order form and **mail** it to Magellan Rx Pharmacy, P.O. Box 620968, Orlando, FL 32862.

When should I use a retail pharmacy?

Use your local retail pharmacy for the first 30-day prescription of a maintenance medicine you get from your doctor. Also use your local retail pharmacy if you get a prescription for an acute condition, like an infection.

When will I get my medicine?

Your order should arrive 7 to 10 days after we get your prescription. We may need to contact your doctor for more information. To avoid delays, be sure to fill out all forms completely and include payment if you know the amount due. Orders with more than one prescription may be shipped in separate boxes.

How much are the shipping costs?

Standard shipping is free. You can choose expedited shipping for an extra cost if you want to get your medicine sooner. This option will only impact the shipping time, not how long it takes us to process your order.

What if I don't receive my order?

It is our top priority to make sure you have the medicine you need. If you do not get your order within 10 days, please call 800-424-8274 (TTY: 711).

Do prescriptions expire?

Most prescriptions, including refills, expire within six months to one year from the day the doctor wrote them. If this happens you will need a new prescription from your doctor.

How are controlled substances handled?

A controlled substance, such as a narcotic, has strict guidelines and may be handled differently than a non-controlled medicine. We follow federal and state laws when processing all orders. We will call you if more information is needed.

For home delivery questions, call us at 800-424-8274 (TTY: 711). We can answer questions, check the status of an order, or place a refill order. Pharmacists are also available to help 24 hours a day, 7 days a week.

For questions about your pharmacy benefits plan, call the number on your member ID card.

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