

# Huntsville Hospital Mail Order Pharmacy

## FAQ

Huntsville Hospital Mail Order Pharmacy

Phone: 256-265-3900 or 1-844-855-6337

Fax: 256-265-3899

[mail.order.pharmacy@hhsys.org](mailto:mail.order.pharmacy@hhsys.org)

- ❑ **How do I start using the Huntsville Hospital Mail Order Pharmacy?**
  - Visit [www.hhsys.org](http://www.hhsys.org) and click on the Employee Portal to access the enrollment form. Forms are also available on Pulse by selecting the “Outpatient Pharmacy” tab on the hotlist. Fill out the form completely and fax, mail, or email to the Mail Order Pharmacy.
- ❑ **How does the pharmacy receive my prescription from my doctor?**
  - Your physician can transmit your prescription to the pharmacy via the following methods:
    - e-prescribe directly to “Huntsville Hospital Mail Order Pharmacy”
    - Call in your prescription by phone to 256-265-3900
    - Fax the prescription straight from the office to 256-265-3899
  - **IMPORTANT: To avoid unapproved charges for our patients, prescriptions sent directly from a physician’s office will be placed on HOLD until the patient contacts the pharmacy to have the order filled and shipped. Please contact the Mail Order Pharmacy when you need your order shipped.**
  - If your physician provides you with the original prescription, please print the “Mail Order Prescription Request Form” and follow the instructions to submit the prescription via US Mail.
- ❑ **Can I fax my own prescription to the Mail Order Pharmacy?**
  - No. Federal and state laws mandate that prescriptions may only be faxed from a physician’s office.
- ❑ **Does my doctor have to write my prescription a certain way?**
  - Please ask your physician to write your prescription for a 90-day supply.
- ❑ **I have updated my address with HR, will that automatically be updated with the Mail Order Pharmacy?**
  - No, please communicate address and phone number changes as soon as possible. Fill out the changed information on the “Mail Order Enrollment Form” and submit the form directly to the pharmacy.
- ❑ **How do I pay for my prescriptions?**
  - The Mail Order Pharmacy accepts payment via credit/debit card. Please do not send cash or check.
  - Default payment method will be selected upon enrollment. Any changes in preferred payment method must be communicated to the pharmacy prior to filling of your prescription.
- ❑ **Will there be an additional cost for shipping?**
  - No, we offer standard delivery at no additional charge.
- ❑ **How long will it take to receive my prescriptions?**
  - To ensure you have an adequate supply of medication on hand, please allow 10 to 14 days for processing and shipping.

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- ❑ **How will I know that my order has been processed/shipped?**
  - You will receive email confirmation that your order has been shipped. The email will contain the delivery address and tracking information for your convenience.
- ❑ **I live out of state, do I have to use mail order?**
  - The Mail Order Pharmacy is registered to mail prescriptions to residents of Alabama and Tennessee. Employees and dependants that live out of this coverage area may use Prime Mail.
- ❑ **Can a family member that is not on Huntsville Hospital insurance use the mail order pharmacy?**
  - No. At this time, our mail order pharmacy only accepts Huntsville Hospital insurance plans. They will still have access to the Outpatient Pharmacy at HH Main, Heart Center and Med Mall.
- ❑ **Can I have my prescription mailed to a PO Box?**
  - Yes, with the exception of refrigerated medications. The pharmacy will still be required to have your physical address on file.
- ❑ **How will my refrigerated medications be mailed?**
  - Refrigerated medications will be mailed via FedEx or Priority Mail for overnight delivery. Shipping confirmation will be sent to the email address provided upon enrollment. Please check your tracking information to confirm expected delivery time and ensure prompt retrieval of your package.
  - Note: Each cooler is shipped with adequate ice to keep the package cold for up to 48 hours. Upon delivery, ice packs may not be frozen and in some instances may be fully thawed, however the package should still be cool.