

Medication Home Delivery From Elixir Mail Order Pharmacy

Mail Service Enrollment is only necessary for:

- first time orders
- changing current information

To start your Mail Service Benefit, follow these steps:

Step 1: Enroll

Online: Once you have registered on Elixir at elixirsolutions.com, select the ACCOUNT tab to complete your preferences and settings.

Phone: 866-909-5170 (TTY: 711) 24 hours a day, 7 days a week

Step 2: Transfer or Send Your Prescriptions to Elixir Pharmacy

Prescriptions you would like to transfer or need to send new prescriptions to Elixir Pharmacy the following options are available:

- Provider E-prescribes to Elixir Pharmacy: NCPDP 36-77361
- Provider Calls: 1-866-909-5170
- Member Calls: 1-866-909-5170 for live help transferring a prescription
- Member Mails Paper Prescription: 7835 Freedom Ave. NW, North Canton, OH 44720

How to Order REFILLS:

Online elixirsolutions.com

Phone 1-866-909-5170 (TTY: 711) Representatives are available 24 hours daily.

Refill orders should be placed two weeks prior to when the medication will be needed.

Elixir Pharmacy will fill your order with an FDA-approved equivalent generic, unless otherwise indicated by your prescriber. FDA-approved generic drugs contain the same active ingredients and come in the same dosage forms as their brand-name counterparts, and must meet comparable safety, production and performance standards.

Your prescription order will be shipped using US Mail. Some items may be shipped by expedited courier. Refrigerated items are shipped in accordance with FDA and manufacturers' specifications. For your security, some controlled substances may require a signature at delivery.