



PHARMACY BENEFIT MANAGEMENT SERVICES

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

Welcome to MXP Pharmacy and JPS Central Fill Pharmacy!

Below are frequently asked questions and answers about your Home Delivery Program.

How do I register with Maxor Home Delivery Pharmacy (MXP)?

There are multiple ways to order prescriptions from Maxor Home Delivery Pharmacy (MXP). Once you receive your ID card, you have several options:

- Go online and activate your home delivery account at www.maxorplus.com.
- Fill out the HOME DELIVERY FORM that is available on the website, and mail it to the Maxor Home Delivery pharmacy (MXP), along with your prescription and payment.
- Call us toll-free at 800-687-8629 and speak to a Member Advocate who will help you activate your home delivery account.

How do I pay for my prescriptions?

- If an online home delivery 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 HOME DELIVERY FORM. Orders cannot be processed without payment.
- Contact MXP Pharmacy Member Services at 800-687-8629 to add or update your credit card information. Please note that orders cannot be processed without payment.

How will my prescription order be mailed to me?

- The US Postal Service generally delivers your medications via first-class mail.
- 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, are shipped UPS or FedEx overnight at no additional cost to you.

How long does it take to receive my prescriptions?

- You should receive your medication within five (5) 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 24-48 hours, 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.

What happens when my prescription is out of refills?

- If you order a refill, and none are available for your current prescription, we will contact the prescribing doctor for a new prescription.
- 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.

How do I refill my prescriptions?

There are several options available for ordering refills:

- You may refill your prescriptions on our website at members.maxorplus.com once you have registered. Please choose the MAXOR PHARMACY REFILLS tile.
- Members can call 800-687-8629 and follow the menu instructions to refill medications or to speak with a Member Advocate about refills.
- You may print a HOME DELIVERY 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.
- The earliest refill date is printed at the bottom of your prescription label.

Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with a 92, found at the top right 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 or call MXP Pharmacy Member Services at 800-687-8629.

JPS Central Fill Pharmacy FAQs

How do I contact JPS Central Fill Pharmacy to setup home delivery?

There are multiple ways to order prescriptions from JPS Pharmacy. Once you receive your ID card, you have several options:

- Go online to www.jpspharmacy.com to setup your home delivery information.
- Call 817-702-3531 and speak to a JPS Member Service Representative who will help setup your home delivery profile.
- Have your prescriber fax your 90-day supply prescription to 817-702-6748.

How do I pay for my prescriptions from JPS Central Fill Pharmacy?

- You may update or add your credit card information on the pharmacy app, website (www.jpspharmacy.com) or by calling JPS Pharmacy at 817-702-3531.
- If you are mailing in your prescriptions, you can send a check or money order to JPS Central Fill pharmacy at JPS Health Network Pharmacy 4701 Bryant Irving Rd N, Suite LL 215 Ft. Worth, TX 76107.
- Contact JPS Member Services at 817-702-3531 to add or update your credit card information. Debit/credit card information is stored for future refills. You may request the debit/credit card information to be deleted at any time. Please note that orders cannot be processed without payment.

How will my prescription order be mailed to me from JPS Central Fill Pharmacy?

- The US Postal Service generally delivers your medications via first-class mail.
- Please note that USPS requires a physical address and will not deliver to PO Boxes.
- Refrigerated medications, such as insulin, are shipped Monday-Friday.

How long does it take to receive my prescriptions from JPS Central Fill Pharmacy?

- You should receive your medication within seven (7) business days from the time JPS Central Fill 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 JPS Central Fill Pharmacy due to a prior authorization, MaxorPlus will obtain the necessary information to process the request and reach out to you if needed.
- Typically, this process takes 24-48 hours, 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.

What happens when my prescription is out of refills at JPS Central Fill Pharmacy?

- If you order a refill, and none are available for your current prescription, JPS will contact the prescribing doctor for a new prescription.
- If you have changed physicians since you last filled your prescription, please contact your physician to request a new prescription to be sent to JPS Central Fill Pharmacy.

May I fax or email new prescriptions to JPS Central Fill Pharmacy?

- Only your doctor can fax, electronically submit, or call in new prescriptions.

How do I refill my prescriptions from JPS Central Fill Pharmacy?

There are several options available for ordering refills:

- You may refill your prescriptions on the website at www.jpspharmacy.com
- Members can call 817-702-3531 to speak to a JPS Member Representative about refills.

Does JPS Central Fill Pharmacy accept discount cards?

- You may utilize a manufacturer copay card at JPS Central Fill Pharmacy. Generic discount cards (no manufacturer or medication listed) will not be accepted.