

AffirmedRx Prescription Transition - Amazon Pharmacy

Transition mail order to Amazon Pharmacy

To better serve you and your prescription needs, Amazon Pharmacy will be your new Home Delivery Pharmacy for your 90-day supply of prescriptions(s) effective 01/01/25. Benefits include upfront pricing, time and money savings, and 24/7 pharmacist support.

When is this change happening?

On January 1, your 90-day supply prescription(s) will be transferred to Amazon Pharmacy from CVS Caremark. It will take a few days for Amazon Pharmacy to process and for a pharmacist to review your prescription(s). Once you sign-up for Amazon Pharmacy (instructions below), you will be notified when you can place your next prescription order.

Also, please let your provider know that you are switching to Amazon Pharmacy and they can easily send your prescriptions to Amazon Pharmacy via these options: **e-scribe** (Amazon Pharmacy Home Delivery), **fax** ([1-512-884-5981](tel:1-512-884-5981)), or **phone** ([855-206-3605](tel:855-206-3605)).

What medications does Amazon Mail Order Pharmacy not dispense?

Amazon Mail Order Pharmacy does not dispense Schedule II controlled substance medications and more than a 30-day supply of Schedule 3-5 controlled substances. If you find that there are other medication(s) that you cannot fill at Amazon Pharmacy, please contact your provider to send the prescription to a local retail pharmacy to be filled.

What do you need to do?

You need to sign-up for Amazon Pharmacy by, or after January 1, 2025. Be sure to have ready your health plan member ID card, prescription information and payment method.

Signing up is as easy as 1-2-3...

1. Visit pharmacy.amazon.com and click on “**Get Started**”. If you are already an Amazon customer, then follow the simple sign-up process. If you’re not yet an Amazon customer you’ll need to sign-up, validate yourself and then follow the instructions. You can also use this QR code to sign-up. (1) Open the camera app (2) Frame the QR code (3) Click the pop-up to quickly access the sign-up page.
2. Verify and/or add your insurance: It is important to verify your full member ID on your card against the insurance profile. Reminder: please have your insurance member ID card ready to double check all of your information.
3. Once you are signed-up and your medication(s) are processed, you will receive a notification from Amazon Pharmacy that your medications are ready to order and you will need to go back to your account to check out.



What benefits does Amazon Pharmacy offer?

We chose Amazon Pharmacy for their reliability, ease-of-use and convenience. With Amazon Pharmacy, you can expect:

- Easy online sign-up with a familiar Amazon shopping experience
- Clear pricing and easy, automatic refills (an option)
- Amazon Pharmacy offers multiple payment options, including the ability to pay with your HSA/FSA debit card.
- 24/7 access to a pharmacist and/or Customer Care support
- Free home delivery: Amazon Prime members get free 2-day delivery, and all other customers get free 5-day delivery
- Ability to manage your medication and order history online

Need Further Assistance?

As always, the AffirmedRx Member Support team is here to help. You can reach our team at 765-601-9971 or email us at PCA@AffirmedRx.com.

For Amazon Pharmacy Customer Care assistance, please visit: amazon.com/pharmacy-contact-us. Customer Care is available Monday through Friday 8:00 a.m. – 10:00 p.m. ET and Saturday and Sunday 10:00 a.m. – 8:00 p.m. ET. Pharmacists are available 24/7/365.

We look forward to continue serving you and our goal is to ensure you receive your prescriptions when and where you need them.

Thank you for being a continued AffirmedRx member.

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