
ATTENTION ALL MEMBERS CURRENTLY USING MAIL ORDER TO FILL MAINTENANCE PRESCRIPTIONS!

MO-KAN Sheet Metal Workers currently uses Welldyne Rx Mail Pharmacy for filling of maintenance medications. As of January 1st, mail order prescriptions will need be filled through Orchard Pharmaceutical Services out of North Canton, OH.

How do I transfer my prescriptions from the current mail order provider to Orchard Pharmaceutical Services?

As a convenience to you, the Plan has arranged for a file to be sent to Orchard Pharmaceutical Services which includes all unexpired prescriptions with at least one refill remaining. *Please note that compounds, all controlled substances (i.e. narcotics) and prescriptions with no refills remaining cannot be transferred.*

How do I initiate refills through Orchard Pharmaceutical Services?

Registration:

Once you receive your new health insurance card, you can register with Orchard via their website at www.orchardrx.com.

1. On the right hand side click on the “Click here to Register” link and complete your personal information.
2. With your new insurance card in hand, fill in your Member ID from your insurance card.

(You may also call Orchard Mail Service Customer Service at 866-909-5170 to register.)

Once completed, your registration to Orchard will be activated within 48 business hours.

What do I do when I’m ready to fill prescription(s) eligible for refill the first time through Orchard Pharmaceutical Services?

Two weeks prior to needing your first refill through Orchard:

1. You must register as outlined above.
2. Call Orchard Mail Service at 866-909-5170. (Please do not use the Orchard website to try and order refills this first time. You must speak to a representative in order to “sync” your prescription information in the file, with that of your registration.)
3. Choose the option to speak to a customer service representative.
4. Identify yourself as a MO-KAN member whose prescription insurance is now with MedTrak Services.
5. Tell them your mail order prescriptions were transferred from Welldyne Rx to Orchard Pharmaceutical Services.
6. Advise if you have registered on the Orchard website.
7. Request the representative transfer your prescriptions from the “buy-out profile”. (Orchard Pharmaceutical Services needs to sync your website registration with your prescriptions in the “buy-out profile” in order to process refills.)
8. Please allow two weeks for first time processing of prescriptions.

(Note that for new prescriptions ask your doctor to write your prescription(s) for a 90 fill and to fax or electronically submit the prescription to Orchard Pharmaceutical Services. You may also mail the prescription to Orchard Pharmaceutical Services. Please allow up to two weeks for new prescriptions to be processed and sent to you.)

What do I do if I've never used mail order, and I wish to start using Orchard Pharmaceutical Service for my maintenance medications?

1. Log Onto your Member account via MedTrak's website at www.medtrakservices.com.
2. Click on Mail Service on the left hand side.
3. Complete the Registration form.
4. Ask your doctor for to write your prescription(s) for a 90 fill and to fax or electronically submit the prescription to Orchard Pharmaceutical Services. You may also mail the prescription to Orchard Pharmaceutical Services. Please allow up to two weeks for new prescriptions to be processed and sent to you.
5. If you need assistance in completing the form, please contact MedTrak at 1-800-771-4648.

Do I have to use the mail order pharmacy to obtain a 90 day supply of my maintenance medications?

No, your Plan allows you to fill your 90 day supply medications at a retail pharmacy. With MedTrak, you have the option to use a Performance 90 pharmacy which is typically just down the street from where you work or live. Examples of Performance 90 Pharmacies include:

- Walgreens
- Price Chopper
- Wal-Mart
- Target
- Hen House
- Hy-Vee
- Costco
- Sam's Club
- K-Mart
- Dillons
- And more!

All you have to do is request your provider to call the Performance 90 pharmacy of your choice with a new prescription written for a 90 day supply with refills. The prescriptions you may still have on file at Welldyne are not available to be transferred to a local retail pharmacy.

As always, if you need assistance with mail order or Performance 90 call MedTrak's Help Desk at 800-771-4648!