

MAIL DELIVERY

CerpassRx is proud to offer Mail Delivery by PillPack, a simple, innovative way to manage your prescription medications. PillPack, by Amazon pharmacy, is a full-service pharmacy that sorts your medication by the dose and delivers them to your door at no additional cost. We especially recommend this service if you take a medication on an ongoing basis. Here's what you need to know to use the service.



With Mail Delivery by PillPack you get...

Pre-sorted medications - If you take daily medication, PillPack can pre-sort them by date and time.

Home delivery - Get the medications you need delivered to your door every month.

No additional costs - With PillPack, service and shipping are always free. You simply pay your copays.



Prescription Order Status

When your medications are on their way, PillPack keeps you updated with email and text message alerts. They also provide a tracking number for every shipment. If you ever have questions, you can always call 1-855-966-0966.



PillPack Customer Service

Pharmacists are available for consultations 24 hours a day 7 days a week if you have questions about your medications, including how to take it, what to do if you miss a dose, side effects or drug interactions. For medical emergencies, please call 911.

Call PillPack at 1-855-966-0966

Monday to Friday 8am - 10pm ET

Saturday to Sunday 10am - 8pm ET

After normal business hours, a voicemail service is available for customers. Leave a message and a pharmacist will return urgent calls within 30 minutes.

Email PillPack at hello@pillpack.com

PillPack customer service teams are happy to help. However, if you have an urgent clinical need, please call 911.



Payment

PillPack makes payments easy. Just add your preferred payment method and they'll charge you for your copays each time your medication ships. You can use a credit card, debit card, HSA/FSA, or a bank account. And you can update your payment information anytime through your online account.



Want to know more?

You can find out more information on our integrated service with PillPack by visiting www.cerpassrx.com/pillpack. We welcome you to watch the short video on "how it works" as well as review customer reviews.

GET STARTED

1. Grab your CerpassRx ID card, list of medications, doctor information and payment method information. You can sign up one of two ways:

Online: Visit www.cerpassrx.com/pillpack, click "sign up" and complete the questions to enroll.

By Phone: Call PillPack Customer Service at **1-855-966-0966**

2. During the sign up process you will have 2 options to select HOW you want to receive your medications by mail.

In bottles: If you prefer, PillPack can deliver any or all of your medication the traditional way, in bottles. Medications you take as-needed or that aren't in pill form (like inhalers, insulin, or creams) will automatically be delivered in bottles or in their original packaging.

In packets: For anything you take daily, PillPack can pre-sort your meds into packets by date and time. If you choose this option, you'll receive your first shipment about 2 weeks after signing up.

If you are low on any medications, let PillPack know and they can send them in bottles ahead of your first shipment.

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by amazon pharmacy