Ordering Prescriptions by Mail

LDI’s Home Advantage Program provides a convenient and cost-effective way for you to order up to a 90-day supply of “maintenance” or long-term medication for direct delivery to your home. Medication is to be sent in confidential, secure packaging via United States Postal Service. Please refer to your Health Plan Design for information regarding copayments or coinsurance.

Beginning June 1, 2016, you will be permitted two 30 day fills of maintenance medication(s) through your retail pharmacy. Subsequent fills of these medications will be required to be obtained through LDI Home Advantage Mail Order Pharmacy.

Effective June 1, 2016, your plan will include a $4/$10 program. This will enable members to receive select maintenance and non-maintenance drugs through LDI Mail Order for a $4 co-pay (30 day supply) or a $10 co-pay (90 day supply). Please note, if you receive any non-maintenance drugs on the list at a retail pharmacy you will pay the retail co-pay. See attached list for details.

Ordering Procedures

1. For new “maintenance” medications, ask your doctor to write two prescriptions:
   - The first to be filled immediately at an LDI Retail Network Pharmacy near you, while waiting to receive your prescription order from LDI.
   - The second is for a 90-day supply plus refills, to be ordered through the LDI Home Advantage Program. Approximately two weeks prior to needing your refill, complete the Mail Service Form as indicated in Item 2 below. Or, you may contact us at (866) 516-1121 with your prescription information and LDI will call your doctor for new prescriptions.

2. If you are mailing your Rx order, complete the Mail Service Form.
   Send the complete form to LDI, along with your original prescription(s) and the appropriate payment for each prescription. Be sure to include your original prescription, not a photocopy. Forms may be obtained on our website at www.LDIRx.com or you may contact LDI at (314) 652-1121 or (866) 516-1121.

While checks and money orders are accepted, LDI’s preferred method of payment is by credit card. For credit card payments, simply include your Visa, Discover, or MasterCard number and expiration date on the Mail Service Form.

LDI also offers a ‘Check by Phone’ service.

You will receive your prescription along with a mail order form within a week after LDI receives your order. You will receive a new LDI Mail Service Form & envelope with each shipment.
Mail Service Refills
You can order refills on maintenance medications via phone, mail or internet. Be sure to place your order 10 days before you need the medication. Orders cannot be placed sooner than two weeks in advance of your current prescription running out.

**Phone**
Call (866) 516-1121 for LDI’s fully automated refill phone service. When you call, be ready to provide:

- Prescription Refill Number(s)
- Participant’s SSN or Member ID and Birthdate
- Your Visa, Discover, or MasterCard

**Mail**
Record the refill numbers from your last prescription order on the LDI Mail Service Form. Enclose your payment with your order. While checks and money orders are accepted, LDI’s preferred method of payment is by credit card. Mail the service form to LDI in an envelope.

**Internet**
Visit our website at www.LDIRx.com for our online prescription refill service.

- Point and Click online prescription ordering
- Online Prescription/Order Tracking, with tracking #’s
- E-mail confirmation of order process shipment
- Online Prescription profile Management
  - View last date filled
  - View next eligible date
  - Refills Remaining
  - Prior co-pays

For more information please call the LDI Mail Order Service Center at (866) 516-1121.