

RX FAQ

How many days' supply can I receive for my membership prescription?

You can receive a 30 or 90-day supply (depending on the medication) by mail in less than 5 business days. The prescribing doctor will make this decision. Most maintenance prescriptions are 90-day supplies.

How much will I pay for a mail order medication with my Membership?

- If your medication is on our free mail order medication list, there will be no charge for the medication. You can receive the medication shipped to your home, with a 30- or 90-day supply. Your membership includes several free monthly shipments of your medications (multiple medications can be included in a single shipment). Additional shipments in a month are \$5.
- If you need a medication that is available as part of our list of free mail order medications, but choose to purchase the prescription from your local pharmacy, you will be charged a fee by the pharmacy, but we can help you get the best pricing possible by using our Discount Prescription Card. When you go to the pharmacy, DON'T FORGET to bring your Rx DISCOUNT CARD.

What if I need an urgent care prescription right away?

Your membership includes the bulk of the most commonly prescribed urgent care medications that you can pick up at your local pharmacy for no charge. You can download your pharmacy ID card from the "My Medication" page of your member portal. If you take a regular, recurring medication and have run out and cannot wait for the mail order process or need a prescription right away the best option is to have your doctor send the prescription to your local pharmacy and use your discount card to fill the prescription.

Where do I get my pharmacy ID/discount card?

You can obtain your Pharmacy Discount Card through the "My Medications" tab in your member portal by selecting the "Download Discount Card" button.

If I am filling or refilling a prescription by a provider that is not part of my membership, can I still use the discount card?

Yes, you can use your discount card at a local pharmacy, but if the medication(s) you are refilling is on our medication list, you can transfer your medication(s) to us to have your refill processed for free. First search for your medication on the "My Medication" tab in your membership portal to complete the transfer. Remember to have your medication information in front of you to make the process easier.

What if I do not have refills left on my medication(s) that you are filling for me?

If your membership with us includes an urgent care or primary care benefit with our doctors or nurse practitioners, you can schedule an appointment with a care provider to discuss refilling your prescription(s) prior to running low so that you do not miss a dose. If you do not have these benefits with us, you can have your doctor prescribe your medication(s) directly to our pharmacy. Please provide your doctor with the following information: Manifest (NPI 1811205081), 1018 S Batesville Rd Ste 4A, Greer, SC 29650

Can I transfer my prescription and the remaining refills to you if it is included on the medication list?

Yes, in your Member Portal access the “My Medication” tab and search for your medication. If your medication is on the list, you will be presented with options to transfer it to our pharmacy. Please have your prescription with you to fill in all required fields and submit your request. Your prescription will be evaluated, processed, and shipped for arrival.

If I have refills left on my medication that you are filling for me, how do I request a refill?

In your member portal you will access the “My Medication” tab and click the “Request Refill” button. Please remember to have your medication information in front of you to make the process easier.

Is there a limit to number of prescriptions that I can fill?

There is no limit to the number of mail order prescriptions that you can fill with your membership. You have a \$250.00 per year allowance per member of the family for urgent care medications that you receive at no additional cost at your local pharmacy.