

Mail Order Pharmacy

Use our fast, convenient Kaiser Permanente Mail Order Pharmacy to get your postage-paid prescriptions delivered to your door.



Southern Colorado members can use the Kaiser Permanente mail order service to order long-term maintenance medications. We will mail your prescription drug orders via first-class mail at no charge to you. Additional fees apply for other shipment methods.

- **To place an initial order or for general questions**
Call the Kaiser Permanente Mail Order Pharmacy toll free at **1-866-523-6059** / **TTY: 1-800-659-2656**, 8 a.m. to 6:00 p.m., weekdays. You'll need to send in written prescriptions from your doctor or have your doctor fax in your prescriptions, and set up your mailing and payment information.
- **Online refill service at kp.org**
Once you've placed your initial order with the Kaiser Permanente Mail Order Service, you can refill prescriptions online at **kp.org**. Simply log on as a registered member, select the Pharmacy Center, and follow the directions on screen.
- **Telephone refill service**
Call **1-866-938-0077** / **TTY: 1-800-521-4874** 24 hours a day / 7 days a week. Please call in your refill(s) at least 10 days before you run out of your current prescription supply.

Copayments

- Most prescription drug benefits offer a mail order incentive which allows for up to a 90 day supply for one or two copayments. Please see your individual benefit plan for details.
- If you send a prescription written as a 30-day supply with two refills, we cannot combine your refills to equal one supply of 60 or 90 days. Please ask your physician to write the prescription for a 60 or 90 day supply.

Please note: Some drugs are **not** available through our mail-order pharmacy service, including certain high-cost drugs, drugs requiring special handling, drugs administered or requiring observation by medical professionals, and drugs requiring refrigeration.

Benefit Information

The mail order pharmacy must adhere to your benefit plan. If an order cannot be processed due to benefit plan stipulations, we will contact you. If you have questions about your prescription benefits or copays, call Member Services at **1-888-681-7878** / **TTY: 1-800-521-4874**, Monday-Friday, 8:00 a.m.- 5:00 p.m.