

Six Reasons Mail Order Should Be Part of Your Pharmacy Benefits

Home delivery provides a better pharmacy experience through superior support and services



With convenient and personalized care, here are six reasons Elixir Pharmacy Mail Order leads to satisfied members and better outcomes.

1. Accurate Dispensing and Quality Control – Mail order is one of the most accurate, focused and safe methods of dispensing medications.

Elixir Pharmacy stands by this statement with our 99.99% dispensing accuracy rate. This is due to our advanced fulfillment processes and quality control measures that include around-the-clock medication security, multiple quality checkpoints and review by a clinical pharmacist. These steps help us ensure our members receive their medication safely, securely and when they need it.

2. Convenient Medication Delivery – Mail order offers the convenience of having prescriptions delivered right to the member's front door.¹ Since many maintenance medications are filled in a 90-day supply, that means fewer trips to the pharmacy, lower transportation costs and a lot less hassle.

Elixir adds to convenience with our EasyRefill Program, that sends refills automatically so members never worry about missing a dose. Plus, Elixir Pharmacy offers free standard shipping, making mail order even more budget-friendly.

3. Lower Costs for the Member and the Plan – Often, 90-day mail order fills for maintenance medications have lower copays for members. The savings really add up for the member, when you consider Elixir's free standard shipping and no transportation costs.

When it comes to the plan, those that require 90-day fills of maintenance medications save an average of 4% on their overall drug spend.²

Elixir Pharmacy delivers member medications safely, conveniently and on time throughout the U.S., Puerto Rico and U.S. territories



Secure, private packaging



Tracking and rush shipping options



Free standard shipping

Often a lower copay and more savings than retail¹



Refill reminders and automatic refill options



24/7 access to licensed pharmacists



Member Portal and App to view medication history, order refills and more



¹ dependent on individual plan design







4. Around-the-Clock Access to Pharmacists –

Our mail order members have 24/7 access to Elixir Pharmacy pharmacists and customer service. So when their retail pharmacy is closed, members can still ask questions about their prescriptions, their dosing instructions and the side effects they might be experiencing. Access to our pharmacists gives them the information they need, when they need it. This helps the member feel more confident about their treatment, which can lead to less complications and better medication adherence.

5. Better Adherence for Healthier Outcomes – Studies show that members using a mail order service achieve adherence rates of 86%, compared to local pharmacy users at 68%.³

Elixir’s pharmacy and clinical programs work with care coordinators to manage the member’s conditions and provide personalized clinical guidance. This, combined with the convenience of home delivery, helps lead to a better member experience, better medication adherence, and healthier outcomes that benefit both the member and the plan.

6. Self-Service Tools – The Elixir Member Portal provides a helpful online tool to stay engaged in their treatment and in a healthier outcome. In the portal they can:

-  Make payments online
-  Track order status
-  Order and refill prescriptions
-  View order history
-  Manage dependents
-  See when prescriptions expire

Elixir Pharmacy goes beyond simply dispensing medication. The benefits of our Mail Order Program offer a safe way to improve adherence and lower costs and provide members with 24/7 support and a convenient way to receive their medications. This is the personalized care, service and support your members deserve.

¹ Teagarden, J.R., et al., “Dispensing Error Rate in a Highly Automated Mail-Service Pharmacy Practice,” *Pharmacotherapy*, November, 2005.

² Elixir

³ Schwab P, Racsa P, Rascati K, Mourer M, Meah Y, Worley K. A Retrospective Database Study Comparing Diabetes-Related Medication Adherence and Health Outcomes for Mail-Order Versus Community Pharmacy. *J Manag Care Spec Pharm*. 2019 Mar;25(3):332-340. doi:10.18553/jmcp.2019.25.3.332. PMID: 30816817

ELITE ACCREDITATIONS DEMONSTRATE COMMITMENT TO EXCELLENCE IN PHARMACY PRACTICES

Our commitment to quality is evidenced with accreditations from several nationally recognized non-profit organizations that promote quality and safety in healthcare. These accreditations reflect our dedication to ensuring quality pharmacy practices are continuously offered and provides confidence to consumers and payers alike.



For more ways to improve plan and member outcomes, visit blog.elixirsolutions.com.