

**How do I pay for my prescription(s)?**

Direct Scripts allows members to pay for their prescriptions through convenient credit card payments or by check. After completing their initial [intake form](#) members new to Direct Scripts will receive a welcome email with instructions for setting up account preferences via the online portal. If paying by check, remember to allow adequate time for the check to be received. Checks should be mailed to:

Direct Scripts Mail  
Accounts Receivable  
2030 Dividend Drive  
Columbus, OH 43228

Please be sure to include the A/R number on your check. This number can be obtained by contacting the Direct Scripts Customer Service Department at 1.800.913.1846. For further assistance completing the payment process, contact the Direct Scripts Customer Service Department at [WeCare@DirectScripts.com](mailto:WeCare@DirectScripts.com) or 1.800.913.1846. Remember to include identifying information when contacting Direct Scripts via email such as your full name or prescription number(s)

**Can I use manufacturers' coupons or copay savings cards to lower my payment amount?**

Yes, coupons and savings cards should be sent to the Direct Scripts Customer Service Department at [WeCare@DirectScripts.com](mailto:WeCare@DirectScripts.com) or via mail to:

Direct Scripts Mail  
71 North Pecos Rd, Suite 104  
Las Vegas, NV 89101

as soon as possible to ensure proper billing. Remember to include identifying information when contacting Direct Scripts via email such as your full name or prescription number(s). If coupon/savings card is not presented prior to invoice being generated, the claim will be reprocessed and an updated invoice created. Please note coupons and copay savings cards remain on file in your account until the expiration date listed.

**What should I do if my copay is not what I expected?**

Patients should contact the pharmacy benefits manager, MedImpact, at 1.888.741.5019. Select Member (option 2) and then All Other Inquiries (option 3) for copay assistance. MedImpact will provide plan and copay information.

**Will I have to pay for a prescription that I received that I don't want or am no longer taking?**

Yes, if you did not cancel your order prior to it shipping. The law prohibits the pharmacy from restocking dispensed medication therefore members must pay the copay for all medication dispensed. When the member receives notification that they will receive a medication that they do not want or are no longer taking, they must contact the Direct Scripts Customer Service Department at [WeCare@DirectScripts.com](mailto:WeCare@DirectScripts.com) or 1.800.913.1846 to cancel the order. Remember to include identifying information when contacting Direct Scripts via email such as your full name or prescription number(s). If you receive the medication after submitting your request, please contact the Direct Scripts Customer Service Department.

**Can my whole family be on one account for billing purposes?**

No. To comply with HIPAA requirements, Direct Scripts is required to create separate member accounts for all members age 18 or older. Minors are automatically listed under the account of the primary insured. Each billing account will require a unique email; members are unable to use the same email address for multiple accounts.

**Can I get an annual prescription history report for tax purposes?**

Yes. Members can request a prescription history report for tax purposes through the Direct Scripts Customer Service Department at [WeCare@DirectScripts.com](mailto:WeCare@DirectScripts.com) or 1.800.913.1846. Remember to include identifying information when contacting Direct Scripts via email such as your full name or prescription number(s).