

Welcome to Your New Prescription Benefit Program

Your Prescription Benefit Plan through Capital Rx

When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family. **Please note: Previous information received for Capital Rx listed an incorrect customer care number. The HOPE Trust dedicated toll free number is 1-833-599-0955.**



Using Your Allied Benefit Systems Card at Retail Pharmacies

Please present your new Allied Benefit Systems ID card when visiting any of our 60,000+ retail pharmacies every time you fill your prescription.



Getting a 90-Day Supply of Your Prescriptions

If you are prescribed a 90-day prescription for maintenance medications, you can fill your prescription at retail pharmacies or through mail service.

Getting started with Walmart Home Delivery Pharmacy

Please reach out to your prescriber and update your mail order pharmacy provider as Walmart. Before prescriptions can be filled through Walmart Home Delivery, a profile needs to be created through one of the following options.

- ✓ **Phone:** call 1-833-599-0955 and follow the prompts for medications delivered to your home.
- ✓ **Mail:** send a completed order form to **1025 W. Trinity Mills, Carrollton, TX 75006**. Blank forms are available on the Capital Rx Member Portal.
- ✓ **E-Mail:** email a completed order form to **WMSRX@walmart.com**.

Choose one of the following options to request refills of current prescriptions or send new prescriptions to Walmart Home Delivery:

 **E-prescribe:** Have your doctor e-prescribe to **Walmart Pharmacy Mail Order 2625**.

 **Fax:** Have your doctor fax your prescription to **1-800-406-8976**.

 **Mail:** Mail us your prescription and completed order form to **1025 W. Trinity Mills, Carrollton TX, 75006**.

Home delivery customer support is available Monday-Friday 7am to 7pm CST and Saturday 9am to 1pm CST.



Prior Authorization/Step Therapy/Quantity Limit

In order to ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call customer service at **1-833-599-0955** to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



Specialty Medications

Once you get a new prescription for your specialty medication, follow these easy steps:

1. Have your doctor e-prescribe to **Walmart Specialty Pharmacy** or fax your prescription to **1-866-537-0877**. Make sure your prescriber includes your contact information. If prior authorization is required, additional steps may be needed to submit your prescription.
2. A representative from Walmart Specialty Pharmacy will call you to get more information and schedule your first delivery.



Capital Rx Customer Care is available 24 hours a day, 7 days a week by dialing **1-833-599-0955**.

Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!

