



# welcome!

## ABOUT US

HERE AT INTERMOUNTAIN HOME DELIVERY PHARMACY OUR MISSION IS TO HELP PEOPLE LIVE THE HEALTHIEST LIVES POSSIBLE.

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### Dear Patient,

Our goal is to provide compassionate care and to work with you to achieve your health objectives. We also seek to establish relationships with payers and prescribers to promote the most responsible use of all medications.

### Filling for the first time

Intermountain Home Delivery Pharmacy can send a 90-day supply for many maintenance medications. If you are a SelectHealth Advantage Member you are allowed a 100-day supply of your maintenance medications.

Your doctor may send prescriptions directly to the Intermountain Home Delivery Pharmacy three ways:

- Electronically,
- Via fax to (801) 442-4179 or
- Call us toll-free at (855) 779-3960

If you have paper prescriptions, you can mail\* them to:

Intermountain Home Delivery  
7268 S Bingham Junction Blvd,  
Ste B1, Midvale, UT, 84047

Upon receipt of your prescriptions, a caregiver will contact you to discuss your copay and confirm your address before shipping the medication.

\*You may contact us to request a pre-paid envelope.

*questions?*  
contact us

Call us toll-free at (855) 779-3960 or email us at [HomeDeliveryRx@imail.org](mailto:HomeDeliveryRx@imail.org).

Home Delivery Pharmacy is open Monday - Friday, 8:00 a.m. to 7:00 p.m. & Saturday, 8:00 a.m. to 4:00 p.m.

## Refilling Prescriptions

Once you receive your first order, register online to easily order refills at [www.IntermountainRx.org](http://www.IntermountainRx.org). Or download the Intermountain Pharmacy App through the app store. Refills can also be ordered by calling our caregiver service center at (855) 779-3960.

To ensure timely delivery of your order please refill your prescription(s) two-weeks prior to running out of your medication.

If there are any changes to your address or credit card information, or to confirm co-payment amount, please call our caregiver service center.

## Payment Options

We accept all major credit cards, Health Savings Account cards, and Flexible Spending Account cards. For future orders, we can place your card on file using a highly sophisticated encryption system to keep your financial information safe. If any single prescription copay/coinsurance is more than \$120, we will call for your approval of the amount prior to shipping your order. Keep in mind, if you have multiple medications, the total may exceed \$120.

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*Thank you* for allowing Intermountain Home Delivery Pharmacy the opportunity to meet your pharmacy needs. For additional information regarding our services, please contact us toll-free at (855) 779-3960 or visit our website at [www.IntermountainRx.org](http://www.IntermountainRx.org).

Sincerely,  
Home Delivery Pharmacy Staff



*shipping +  
delivery*

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**We ship medications free of charge, in an unmarked, tamper resistant package for your privacy.** Please allow 5-7 business days for your order to reach you. Specialty items, such as those that require refrigeration, may take 1-2 business days.

**Please note, we do not ship refrigerated items out on Fridays.**

Once you receive your order, if you have any questions regarding your medications or concerns about the tamper-evident packaging, please contact us at (855) 779-3960.

*In the event your package is stolen, lost or arrives damaged please contact us within 14 business days.*

*All prescriptions filled for controlled substances are reported to a prescription drug monitoring program as required by law*



**Intermountain®  
Pharmacy Services**