

HealthDyne - Your Mail Order Pharmacy

HOW TO GET STARTED

Taking advantage of your mail order benefit may enable you to receive up to a 90-day supply of your maintenance medication(s). Just ask your physician to write for a 90-day supply, plus additional refills (to be filled at HealthDyne).

Online: Go to MyEmpiRxHealth.com and log in to your account. From there, click the **Mail Order** tab which will automatically take you to the HealthDyne portal. There you will be able to manage your mail order and specialty medications.

E-prescribe or Fax: Have your doctor e-prescribe to HealthDyne or fax your prescription to 1-888-830-3608. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.

CONTACT US

Toll-free Phone:
1-833-633-0937

Fax:
1-888-830-3608

Customer Service:
Available 24 hours a day,
7 days a week

Website:
MyEmpiRxHealth.com

GETTING A REFILL IS EASY

Online: Log onto MyEmpiRxHealth.com. Then, select the **Mail Order** tab to access the HealthDyne portal to fill order refills.

Phone: Call us at 1-833-633-0937 with your prescription number and payment information.

FREQUENTLY ASKED QUESTIONS

When will I receive my medication?

Shipping may take up to 14 days. In some cases, we utilize a combination of mail-order partners for expedited service. Shipping is generally free unless you want your prescription sooner or have special handling needs.

What if my medications require special handling?

If your medications need refrigeration/special handling, a team member will contact you.

How will you contact me?

We use text, email and telephone.

How do I pay for my prescriptions?

We do require payment before we ship your order (we do not bill). You can pay by FSA/HRA or major credit/debit card.

How are controlled substances handled?

These prescriptions have strict guidelines. Our team will reach out to you to confirm additional details.