



MAIL ORDER PRESCRIPTIONS – MEMBER FAQ

What is Mail Delivery?

Members can get up to a 3-month supply of their Maintenance Medications delivered to them through the mail, which is usually called 'Mail Delivery.' Members no longer need to apply with Health First Colorado (Colorado's Medicaid Program) to qualify for this service. Ask your pharmacy if they offer prescription delivery through the mail.

How do I know if my prescription is eligible for Mail Delivery?

Only 'Maintenance Medications' may be delivered through the mail. Ask your prescriber or pharmacist if your prescription is a 'Maintenance Medication' and if mail delivery is right for you.

What is a 'Maintenance Medication'?

A 'Maintenance Medication' is a prescription drug that is used to treat a chronic illness or symptom of a chronic illness. The best way to know if your prescription is a 'Maintenance Medication' is to ask your prescriber or pharmacist.

Can I use my local pharmacy?

Yes! If your local pharmacy is enrolled with Health First Colorado and provides mail delivery service, then you are welcome to use your local pharmacy to fill your prescription!

How do I find a pharmacy that is enrolled with Health First Colorado?

Please visit the Health First Colorado website at <https://www.healthfirstcolorado.com/find-doctors/> to find an enrolled pharmacy near you! Or ask your pharmacy if they accept Health First Colorado – which is the new name for Colorado's Medicaid program.



Who can I call if I have questions about Mail Delivery?

If you have questions about your prescription, or if your medication can be delivered through the mail, please talk to your prescriber or pharmacist.

What are the advantages of Mail Delivery?

The convenience of receiving your prescriptions through the mail *not only* means less time at the pharmacy, but may also mean less money out of your pocket. Members may pay just one copay for a 90-day supply of maintenance medications instead of one copay for only a 30-day supply.