

## Mail Order Pharmacy: Quick Start Guide

### STEP 1: ENROLL

- Complete your [Mail Order Prescription Enrollment/Change Form](#).
  - Completing your enrollment form as soon as possible will allow for quicker processing of future requests.
  - Scan and email completed forms to [mail.order.pharmacy@hhsys.org](mailto:mail.order.pharmacy@hhsys.org) or they may be faxed to 1-844-213-1898.

### STEP 2: REQUEST A SHIPMENT

- Once you are ready for a prescription to be mailed to you, contact the mail order pharmacy at [mail.order.pharmacy@hhsys.org](mailto:mail.order.pharmacy@hhsys.org) or 256-265-3900. See below for additional information.
- Please allow 7 to 10 business days for your prescription to be mailed to you.
- **Refills on prescriptions from Huntsville Hospital's Pharmacies:**  
Please email your refill request to [mail.order.pharmacy@hhsys.org](mailto:mail.order.pharmacy@hhsys.org).
- **Prescription Transfers from other retail pharmacies:**  
Please complete the Mail Order Pharmacy Prescription Request form.
  - If the prescription is currently at another pharmacy, please include the pharmacy's phone number.
  - Unless otherwise noted by you, the prescriptions will be processed and sent to you. If the prescription is too soon to fill for insurance, we will process the prescription on the first available date.
  - It is not necessary to complete prescription transfers until you are ready for your refill.
- **Prescriptions sent by your Physician:**
  - **ALL orders from a physician's office will be placed on hold until you request that the order be shipped to you. Please call or email the pharmacy to have your order shipped.**
- **Mailing in a new prescription:**  
Please complete the [Mail Order Pharmacy Prescription Request form](#) and mail to the address listed on the form. Unless noted, all items on the prescription will be filled and mailed to you.
- **Refilling a prescription already filled by the Mail Order Pharmacy:**  
Email your request to [mail.order.pharmacy@hhsys.org](mailto:mail.order.pharmacy@hhsys.org), or call the Mail Order Pharmacy at 256-265-3900. **Refills must be requested EACH time you need a shipment. Prescriptions will NOT be automatically refilled and shipped to you.**

If you have additional questions, please visit the [Mail Order Pharmacy FAQ](#). The Mail Order Pharmacy staff is available to assist you with any further details.