

# MAIL ORDER PHARMACY

## FREQUENTLY ASKED QUESTIONS

### What is the goal of the Mail Order Pharmacy campaign?

The goal of the Mail Order Pharmacy (MOP) campaign is to ensure that our co-pays will not increase in the next two years.

Specifically, we need 30% of all Coalition union employees and their dependents to use the MOP for “eligible” prescriptions by December 31, 2021 and 40% to utilize MOP by December 31, 2022 to keep co-pays at current amounts.

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### Which prescriptions are “eligible” and count toward the goal of the Mail Order Pharmacy campaign?

All prescriptions required by Coalition union employees and their dependents for “maintenance medications” for chronic conditions count.

### What are “maintenance medications”?

Maintenance medications are prescription medicines that are prescribed to be taken once or twice daily or weekly for chronic conditions. Examples include medication refills for diabetes, high blood pressure, or depression).

### What if I don’t take any “maintenance medications”?

You can encourage your co-workers and fellow union members to sign up to use the MOP.

### Who is considered a “dependent” under the Mail Order Pharmacy campaign?

A dependent is anyone who is covered by your KP insurance.

### Why does the Coalition want to increase the usage of the Mail Order Pharmacy?

During 2019 National Bargaining, the Coalition agreed to increase the usage of the MOP because it will save everyone time and money and it just makes sense.

## What do I need to do to have my prescriptions filled by the Mail Order Pharmacy?

If you already have an online kp.org account you can follow directions from there. Or you can call 1-888-218-6245 to register to use the MOP. Or go online and visit [kp.org/pharmacy](http://kp.org/pharmacy).

*\* Please note you also need to keep a credit or debit card on file when you register for the MOP.\**

## How long does it take for me to get my prescriptions by mail?

Prescriptions are filled by the Mail Order Pharmacy (by union members) in a timely fashion—members usually receive their medications in 2-3 days.

## The post office is taking longer to deliver mail because of budget cuts. What impact will this have in getting my prescription delivered to me?

MOP prescriptions are refilled as they become eligible—allowing enough time for them to be filled and delivered safely and securely to your home in a timely manner. If you order them via the kp.org app you can track when your orders ship and where they are in the process.

## Do I have to be home to receive my medications in the mail?

No. The medications are shipped via U.S. mail and can be left in mailboxes.

## I'm concerned my prescription would get stolen. What can be done to minimize that risk?

It is illegal to mail controlled substances like narcotics through the U.S. Mail. Other medications like antibiotics and blood pressure drugs are packaged and sent using inconspicuous materials.

## Why should I wait to get my prescription in the mail when I can just pick it up at the medical center where I work?

In times of pandemic, it is better to use the Mail Order Pharmacy to reduce your interaction with other patients who may be waiting in line at your medical center pharmacy.

**JOIN US TODAY!**

**For more info contact your union representative,  
Coalition Coordinator, call 1-888-218-6245  
or go to [kp.org/pharmacy](http://kp.org/pharmacy).**

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