

## Serve You Rx Amazon Pharmacy FAQs

If members need help, they can always reach out to us for assistance. We're still here to support you and your members.

### When will the switch happen?

On May 1, 2025, your active prescriptions will transfer from Serve You Rx Home Delivery Pharmacy to Amazon Pharmacy. Your doctor can send new prescriptions directly to Amazon Pharmacy.

Amazon is the preferred pharmacy for most of our plans. However, if you would like to opt out of having your prescriptions

### What do I need to do before May 1?

**Sign up for Amazon Pharmacy before May 1, 2025.**

1. **Visit [amazon.com/ServeYouRx](https://amazon.com/ServeYouRx) and click on "Get Started"**  
If you're not yet an Amazon customer, you'll need to sign up and verify your account first.
2. **Verify and/or add your insurance**  
Reminder: please have your insurance member ID card with you to verify your full member ID
3. **Complete the process and order your medications.**  
Once your prescriptions are processed, you will receive a notification from Amazon Pharmacy that your medications are ready to order, and you will need to go back to your account to check out.

Also, let your provider know that any future prescriptions should be sent to Amazon Pharmacy. They can do this in any of the following ways:

- e-scribe (Amazon.com – Amazon Pharmacy Home Delivery)
- fax (1-512-884-5981)
- phone (855-206-3605)

### How will I know Amazon has my medications

Once your prescription(s) has been processed and it is ready for you to order, you will be sent a notification from Amazon Pharmacy. To prepare for this change, please sign up for Amazon Pharmacy before May 1, 2025

## Can I set up a profile for a child, dependent or other adult?

After you create your own Amazon Pharmacy profile, you can [manage prescriptions for children under 18](#) or dependents. There are a few different ways you can do this.

- Go to a [Profile selection page](#) and select "Add another person"
- Or you can go to your [Pharmacy Dashboard](#), click on your profile name on the top bar and select either "Add a child under 18"
- Or click on "I'm someone else," and follow the prompts to either add a profile for a child or another person for whom you'd like to manage prescriptions.

Once their profile is created, you'll be able to manage prescriptions and place orders.

**Note:** You need to have separate phone numbers for two adults for privacy reasons. Go to your [Pharmacy Settings](#) to make a phone number update if needed.

## Will Serve You Rx still be able to help me with my benefits coverage?

As always, the Serve You Rx support team is here to help. You can reach our team at **800-759-3203**.

You can also login to your [member portal](#) for more information on you pharmacy benefit coverage.

## How will I make sure I'm getting automatic refills?

Your automatic refill will not be set up when your prescriptions are moved to Amazon Pharmacy. However, setting up auto refills is *quick and easy*. After you place your first order, you can enable automatic refills in several ways.

- If your prescription is eligible, you will be prompted to turn on automatic refills after checkout on the Thank You page.
- You can also turn on automatic refills from your Pharmacy Dashboard or from the detail page of the medication.

## Do I have to use Amazon Pharmacy?

Amazon Pharmacy is your preferred pharmacy. Some plans may have additional pharmacies available. For plan-specific documents, please see your summary plan documentation (SPD).

## Do I have to have an Amazon Account?

Yes, you must have an Amazon account in order to create a pharmacy account, but you don't need to be an Amazon Prime member. If you don't have an Amazon account, you'll be directed to create one to use Amazon Pharmacy. There is no cost to do this.

## Do I have to have an Amazon Prime membership?

No, you do not have to subscribe to Amazon Prime. With Amazon Pharmacy and your Amazon Account, you will still have access to all the benefits of Amazon Pharmacy including fast shipping, easy refills, and seamless checkout,

# Amazon Pharmacy Basics

## How does Amazon Pharmacy Work?

Amazon Pharmacy is a free service that works best if you fill at least one prescription regularly. You'll need to be over 18 to get your prescriptions through Amazon Pharmacy or have an adult over 18 to create and manage your profile.

## How can I tell if you have my medication in stock?

The best way to see if Amazon carries your medication and have it in stock is to search for it on [Amazon Pharmacy](#). Select it from the search results and you'll be able to check strengths, dosages, and supply options. If you're not able to add your medication to the [Pharmacy Cart](#), it's not currently available. Our Customer Care team is not able to provide an estimate for when a medication will be back in stock.

## How can I add a copay card to my account?

You can add additional coverage information by navigating to the Settings tab on the Amazon Pharmacy portal and scrolling down to the "Payment Options" section. There, they can add additional plan information or any manufacturer coupons.

## What medications are not available through Amazon Pharmacy?

Amazon Pharmacy offers a wide selection of generic and brand medications used to treat chronic and acute health conditions. To find out if Amazon can fill a specific prescription, search for a medication's name on [Amazon.com](https://www.amazon.com).

The following categories of drugs and supplies are not available at this time through Amazon Pharmacy:

- Breast pumps
- Compounded medications
- Medical devices (braces, insulin pumps, nebulizers)
- Pet prescriptions
- REMS medications
- Schedule II medications: Narcotics such as oxycodone and non-narcotic medications like Adderall
- Specialty medications
- Suspensions (liquid amoxicillin, fluconazole)
- Vaccines

## Where can I find information about Amazon Pharmacy's medication prices?

When you search for it on Amazon Pharmacy, you'll see an estimated insurance price and a price without insurance. The estimated insurance price is based on purchases with insurance over the past 2 months.

For the most accurate cost, please contact Serve You Rx or [login to your member portal](#).

## Shipping Basics

### How quickly will my medications be delivered?

Once processed, you can usually expect your order in 1-4 days depending on location. For more urgent needs, we recommend using a local pharmacy.

Prime members get free two-day delivery, and all customers get free 4–5-day delivery or can upgrade to two-day for \$5.99 per shipment.

## Where does Amazon Pharmacy deliver to?

Amazon Pharmacy delivers to all 50 states. Shipping restrictions may apply. Amazon cannot ship to P.O. boxes, APO/FPO/DPO addresses, Amazon Lockers, or other pickup points. You'll be notified at checkout if we're unable to ship specific items to the address you've selected.

Amazon is not able to require a signature for your deliveries. Due to state regulations, in Georgia and Wisconsin, shipments containing controlled substances can only be sent by "signature required" delivery. Non-controlled medications will not require a signature for delivery.

## How do I track my Amazon Pharmacy order?

Once an order has shipped, you'll be able to track it in [Pharmacy Orders](#). You'll be able to see the latest tracking information as well as any delivery date updates. If you have multiple items in an order, there may be more than one delivery date or tracking number.

## Can I change the delivery address of my Amazon Pharmacy order?

Once an order has been placed, Amazon can't change the delivery address. You can cancel the order in [Pharmacy Orders](#). Once the order is cancelled, you can change your Default Shipping Address in [Pharmacy Settings](#).

## Can I change the delivery date of my Amazon Pharmacy order?

For an automatic refill order that hasn't been shipped yet, you can cancel the automatic refill and place an order manually. Go to your [Pharmacy Dashboard](#) and toggle automatic refills off. You'll be able to place a new order when you're ready.

If the order hasn't shipped, you can cancel the order from [Pharmacy Orders](#). Once it ships, Amazon is no longer able to make any changes to your order.

## How does Amazon Pharmacy package my medications?

Amazon Pharmacy ensures your privacy by delivering your medications in discreet packaging. If your medication requires refrigeration, it will be shipped separately in packaging designed to keep your medication at a safe temperature.

## Which carriers does Amazon Pharmacy use?

Amazon Pharmacy shipments may be delivered by the United States Postal Service (USPS), United Parcel Service (UPS), and Amazon Logistics (AMZL). The carrier used varies depending on location and availability. Customers do not have a way to select a specific carrier.