

Thank you for using our mail-order prescription pharmacy service.

Below is a list of commonly asked questions about our mail order services. If you have questions that are not answered here, please call 844-635-5641.

Q: How do I get started on my mail-order prescriptions?

A. Getting started is easy. Call us at 844-635-5641. We will verify your mailing address and credit card information.

Q: How do I request a refill?

A. Call 844-635-5641 or visit [healthcare.utah.edu/refills](http://healthcare.utah.edu/refills). For mail-order refills, please select Midvalley Pharmacy as your location. Follow the instructions to enter your prescription number(s).

Q: How long will it take to get my prescription(s)?

A. We will process and mail prescription refills within one business day of your request. If your prescription is out of refills, we will contact your doctor for a refill authorization and mail it as soon as possible.

Q: Can you automatically mail my refills to me each month?

A. Unfortunately, many insurance plans don't allow pharmacies to mail automatic refills. For this reason, we can't mail a prescription unless you ask us to mail it to you. Simply call or visit us online to request your refill.

Q: If my doctor sends a new prescription, will you automatically mail it to me?

A. No. We will only mail prescriptions to you if you call and request them.

Q: How do I update my address?

A. Call 844-635-5641.

Q: Can you mail controlled substances?

A. Yes – but only in Utah. Controlled substances require a signature upon delivery so you will need to be home to sign for the package. Sorry—we cannot mail Schedule II controlled substances (e.g., oxycodone, hydrocodone, and methylphenidate).

Q: Can you mail outside of Utah?

A. Yes. We are currently licensed to mail prescriptions to Idaho, Nevada, Wyoming, and Colorado. We can't mail controlled substances outside of Utah.

Q: How long do you store my credit card information?

A. Your credit card information is encrypted and securely stored in an electronic "token" system. After 6 months of inactivity we will no longer be able to access the "token." We can delete or update your credit card information (token) anytime you ask.

