



VYTLONE

MaxorPlus will become
VytlOne 01/01/2026

Welcome to VytlOne Pharmacy!

Below are frequently asked
questions and answers about
our Home Delivery Program.

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HOW DO I REGISTER WITH VYTLONE PHARMACY?

There are several ways to register with VytlOne Pharmacy. Once you receive your ID card, you can:

- Go online and activate your home delivery account at www.members.vytlone.com. Registering and linking your patient profile with your first name, date of birth, member number, and group number (which are located on your card).
- Fill out the Home Delivery Form that is available on the website and mail it to the pharmacy along with your prescription and payment information.
- Call us toll-free at 800-687-0707 and speak to a Member Advocate who will help you activate your home delivery account. Hours of operation are 24/7/365.

HOW DO I PAY FOR MY PRESCRIPTIONS?

- If an online home delivery account has been activated, the credit/debit card saved securely will be used to process payments for new and existing refill prescriptions.
- If you are mailing in your prescriptions, you can send a check, money order, or credit/debit card information along with your Home Delivery Form. Orders cannot be processed without payment. The mailing address is P.O. Box 32050 Amarillo, TX 79120 or 416 S. Tyler St. Amarillo, TX 79101.
- Contact VytlOne Pharmacy Member Services at 800-687-8629 to add or update your credit card information. Hours of operation are Monday - Sunday 7am-9pm CST.
- **Please note that orders cannot be processed without payment.**

HOW WILL MY PRESCRIPTION ORDER BE MAILED TO ME?

- Your medications are generally delivered via first-class mail by the U.S. Postal Service.
- We offer expedited shipping through UPS for an additional fee. Please note that UPS requires a physical address and will not deliver to P.O. boxes.
- Refrigerated medications, such as insulin, high plan cost medications over \$2,000, and Schedule II medication are shipped UPS overnight at no additional cost to you.

HOW LONG DOES IT TAKE TO RECEIVE MY PRESCRIPTIONS?

- You should receive your medication within five business days from the time VytlOne Pharmacy receives and processes your prescription. **Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).**



WHAT HAPPENS IF MY PRESCRIPTION REQUIRES A PRIOR AUTHORIZATION?

- If your prescription claim rejects at VytlOne Pharmacy due to a prior authorization, we will get the necessary information to process the request and reach out to you if needed.
- Typically, this process takes three business days, depending on how quickly the required information is received from your doctor.
- If you have any questions regarding the status of a prior authorization request, please call VytlOne Pharmacy Member Services at 800-687-8629. Hours of operations are Monday - Sunday 7am-9pm CST.

WHAT HAPPENS WHEN MY PRESCRIPTION IS OUT OF REFILLS?

When your prescription has no refills remaining, we will contact the prescribing doctor for a new prescription, upon your request.

- If you have changed doctors since you last filled your prescription, please contact your doctor to request a new prescription.

MAY I FAX OR EMAIL NEW PRESCRIPTIONS?

- Only your doctor can fax, electronically submit, or call in new prescriptions.
- You may mail your prescription to either address: P.O. Box 32050 Amarillo, TX 79120 or 416 S. Tyler St. Amarillo, TX 79101.

HOW CAN I TRANSFER PRESCRIPTIONS TO VYTLONE PHARMACY FROM MY PREVIOUS PHARMACY?

- The pharmacist from the current pharmacy can call VytlOne Pharmacy to initiate the transfer.
- Your doctor can send new 90 day supply prescription to VytlOne Pharmacy. They can call 800-687-8629, fax 1-866-589-7656, or send the prescription electronically through Surescripts by searching "VytlOne Home Delivery Pharmacy."
- You can call and speak to a Member Advocate at 800-687-0707 to initiate the transfer. Hours of operation are 24/7/365 CST.



HOW DO I REFILL MY PRESCRIPTIONS?

There are several options available for ordering refills:

- You may refill your prescriptions on our website at www.members.vytlone.com once you have registered. Please choose the “Prescription Refills.”
 - Members can call 800-687-0707 and follow the IVR instructions to refill medications or to speak with a Member Advocate about refills. Hours of operation are 24/7/365 CST.
 - You may print a Home Delivery Form from the VytlOne website and mail it to the pharmacy along with your prescription and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Our mailing address is: VytlOne Pharmacy, P.O. Box 32050, Amarillo, TX 79120-2050 or 416 S. Tyler St. Amarillo, TX 79101.
 - The earliest refill date is printed at the bottom of your prescription bottle.
- Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with a 92, found at the top left corner of your prescription bottle. The prescription number will remain the same until your refills run out.

HELPFUL TIPS:

- VytlOne Pharmacy may need to get a new prescription from your doctor for certain reasons. The most common reasons would be a prescription with no refills remaining or any changes to a current prescription.
- Please make sure your address is correct when filling a prescription at VytlOne Pharmacy. To change or update your address, visit our website at www.members.vytlone.com. You must have a credit card on file. You can also call VytlOne Pharmacy Member Services at 800-687-8629. Hours of operation are Monday - Sunday 7am-9pm CST.

