

Mail Order Pharmacy Information

Your mail order pharmacy is **Serve You DirectRx Pharmacy**. To enroll with Serve You, please follow the steps below:

Step 1.

Current Prescriptions: Reach out to your prescriber or pharmacy and request for your desired prescriptions to be transferred to **Serve You DirectRx Pharmacy, specifically the Milwaukee, WI location**. You can provide the following pharmacy information if requested:

Serve You DirectRx Pharmacy

Phone: (800) 759-3203

Fax: (866) 494-0364

New Prescriptions: Ask your prescriber to send a **90 day supply** of your new prescription to **Serve You DirectRx Pharmacy** via electronic prescribing or via phone/fax.

Step 2.

Call **Serve You DirectRx Pharmacy** at (800) 759-3203 to create your member account and provide billing and shipping information. Calling Serve You will be the fastest way to get your prescriptions shipped.

Alternatively, you can complete the **New Prescription Mail In Form** or **Prescription Transfer Form** and mail it to **Serve You DirectRx Pharmacy** at

10201 W. Innovation Dr.

Milwaukee, WI 53226

OR you can fax the completed form to **(866) 494-0364**.

Step 3. (Optional)

You can create and access your member profile on Serve You's website **only after your prescriptions have been received by Serve You and an Rx number for your script has been created**. SmithRx members should utilize the **EZ Refill Rx portal on Serve You's website, NOT the Serve You Rx Portal**.

You can access the EZ Refill Rx member portal via this URL: <https://serveyourx.com/home/ez-refill-rx/>

Please note:

- If you need to update your mailing address or payment information, please contact **Serve You DirectRx Customer Service** to avoid any disruption.
- If you would like to update your automatic refill settings after form submission, you will need to call Serve You DirectRx Customer Service.

How long will it take for Serve You to send me my medication?

When Serve You receives a prescription from your prescriber, they begin making a profile for you. If urgent, your prescriber should e-prescribe, as faxed prescriptions take 24-72 business hours. Upon receiving the prescription and processing it, Serve You will be able to provide you with USPS tracking information.

Overnight shipping is available for a \$35 fee. The cutoff is 1:30 PM PST (Monday – Thursday), and there is no expedited shipping on weekends (i.e., any transaction on Friday would arrive on Tuesday).