



by  pharmacy

Are you interested in having your prescriptions mailed to you? Setting up a PillPack account is your first step to a simpler pharmacy experience.

How to set up an account

1. Collect your Premera Member ID Card, physician and medication information.
2. Visit rxadvance.pillpack.com or contact an advisor toll-free at 1-855-406-4088.
3. Request prescriptions, over-the-counter medications and vitamins as part of your account set up. PillPack will contact your doctor or previous pharmacy for any necessary prescriptions.
4. If necessary, PillPack will call you back to confirm any details or preferences.

During the sign-up process, you'll select how you want to receive your medications:

- **In bottles/30-day or 90-day:** PillPack can deliver any or all of your medication the traditional way, in bottles. Medications you take as-needed or that aren't in pill form (such as inhalers, insulin, or creams) will automatically be delivered in bottles or in their original packaging.
- **In packets:** PillPack can pre-sort your daily medication and vitamins into packets by date and time. If you choose this option, you'll receive your first shipment approximately 2 weeks after signing up.
If you are low on medication, contact PillPack and they can arrange a temporary supply in bottles ahead of your first daily packets shipment.

PillPack Customer Service

We provide all the services you expect from your pharmacy and more. When your medication ships, we'll send you the tracking number, by email or text message, according to your preference. Payment can be made through your bank account or by your credit card, or HSA/FSA card.

Our customer service team is available to answer all your account questions. Pharmacists are available 24/7 to provide consultations and answer questions about your medications.

Contact us by phone or email:

Telephone 1-855-406-4088

Email hello@pillpack.com

Hours of operation:

Monday-Friday 8:00 AM – 10:00 PM ET

Saturday-Sunday 10:00 AM – 8:00 PM ET

After normal business hours, a voicemail service is available for customers. Leave a message and a pharmacist will return urgent calls within 30 minutes.

Your pharmacy, delivered

- **We value** patient choice by offering daily packets or traditional dispensing options in 30-day and 90-day pill bottles.
- **We coordinate** with your doctors and insurance to gather your prescriptions.
- **We organize** your medication based on date and time.
- **We deliver** your medication and other pharmacy items to your door.

Our mission at PillPack is to create healthcare experiences that empower people. [Watch this short informational video](#) to learn more about PillPack.