

National Health Care Associates, Inc. and Affiliates has partnered with **Rx Manage** to offer you savings on your prescription medications. You can now order medications from the International Program at **zero co-pay** on the **Premium, Standard and Basic** plans.

What is the International Program?

The Program allows you to order from a formulary of over 200 brand medications from pharmacies in New Zealand, Australia, Canada and England.

Will my medication be exactly the same as what I currently take?

Yes it will. To be on the formulary a medication must be available from the same manufacturer internationally as the US brand, or from the International license holder.

How do I place an order on the Personal Importation Program?

Ordering is easy! You can place your first order online at the website address below, or phone at 1-800-883-8841. Upload your prescription to your account or fax to 1-800-883-1814. A prescription is required for each medication.

<https://my.globalrxmanage.com/customers/national-health-care-associates-inc/sign-up>

Once established, your online account is available 24 hours a day, 7 days a week. Log into your account from your computer or mobile device using your Account ID and password at <https://my.globalrxmanage.com/customers/login>

Can I send in a prescription for a newly prescribed medication?

RxManage is unable to supply newly prescribed medication. When taking a newly prescribed medication a trial supply needs to be obtained locally. This ensures that you have been advised how to take the medication and are aware of possible side effects. The medication trial is to make certain that there are no adverse reactions to the medication and that your physician would like you to continue on the medication long term. After your 30 day trial you can then order a 90-day supply using our program.

How long will it take to receive my medication?

10-15 working days after the order has shipped. Please make sure you have a 30-day supply on hand before placing your first order for each medication.



I have ordered a cold chain product. What do I need to do next?

Due to export requirements for cold chain orders, you will need to send us an image of either:

- your passport; OR
- your driver's license, with a signed declaration of U.S. citizenship; OR
- your state issued identification card, with a signed declaration of U.S. citizenship.

You can send us your documents via email or fax or upload your documents. Your order will be delivered by FedEx within 24 to 48 hours and will require refrigeration upon arrival. If we have your email address on file, FedEx will send you tracking updates.

How do I place a refill order?

Refill orders are placed automatically. You will receive a refill reminder by phone or email. Any changes are to be notified to Rx Manage within 48 hours. If no changes are notified the order automatically ships, ensuring a smooth continuous supply of medication.

Where do I go if I have questions about the program?

Our call center is open 9am-9pm Monday to Friday (EST) and 9am to 4pm Saturday and Sunday to answer simple questions or take your orders. Call us on **1-800-883-8841**. Alternatively, you can email us on

inquiries@rxmanage.com



 **RxManage**