



## Prescriptions Shipped to You

Postal Prescription Services (PPSRX) is a full-service, mail-order pharmacy committed to providing affordable prescription delivery and exceptional service. Access our online prescription management tool to order refills for you and your family, review medication information, create an expense report and more.

### Mail Order Information

#### Postal Prescription Services (PPS)

PO Box 2718  
Portland, OR 97208

Website: PPSRx.com

NPI: 1528003910

Phone: 1.800.552.6694

Fax: 1.800.723.9023

Hours: Monday-Friday 6am-6pm PST

Saturday 9am-2pm PST

#### Information that PPS may need from you.

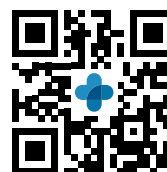
Group Number

Cardholder ID

BIN Number

PCN

Contact Number



Scan here or visit  
**PPSRx.com** to  
learn more.



## FAQ

### **How can I contact PPS?**

Call 1.800.552.6694 to speak to a customer service representative.

### **Why should I create an online Postal Prescription Services account?**

Your online account will assist you with managing your prescriptions. You can order refills, download expense reports and view your prescription history for prescriptions filled.

### **What do I do if I receive an error message stating that my email address is already registered?**

If you receive an error message stating that you've already registered an account with Postal Prescriptions or one of the Kroger Family of Stores, simply enter the password from your previous registration, or select "Forgot My Password" and enter your email address. You'll receive an email to reset.

### **What do I do if I don't have a prescription number with PPS or the Kroger Family of Stores?**

A prescription number is needed to authenticate your PPSRX online account. However, you can still request a transfer and/or request for PPS to reach out to your doctor for a new medication without an account. Once you have an account, you can track the status of these requests and manage your prescriptions. Call PPS at 1.800.552.6694 to get updates on your pending requests and/or a valid Rx number to authenticate your online account.

### **Does Postal Prescriptions offer auto refills?**

Postal Prescription Services doesn't offer auto refills. If you'd like a courtesy refill reminder, please call Postal Prescriptions at 1.800.552.6694 and request it.

### **What are my payment options?**

Postal Prescriptions accepts MasterCard, Visa, Discover, American Express, personal checks and money orders. If paying by check or money order, Postal Prescriptions must receive payment prior to shipping.

### **Will my payment information be stored?**

Yes, payment information will be stored once provided. You'll be able to select a default payment method or add a new payment method at any time.

### **How do I order a refill of my prescription?**

Log in to your Postal Prescription account and select "My Dashboard". Then select "Refills". Add your selection to your cart. It will be clearly shown if it's too early to refill a prescription or if there are no remaining refills. You can also call Postal Prescriptions at 1.800.552.6694.

### **How can I order new prescriptions?**

Your doctor can electronically send a new prescription to Postal Prescriptions using the credentials at the top of this document. Or, using your Postal Prescriptions account, select "Add a Prescription" from the left navigation menu and follow the on-screen steps for Postal Prescriptions to request a new prescription from your doctor.

### **How long does it take for a new or transferred prescription to appear in my "Available Refills"?**

Please allow 3-5 business days for Postal Prescriptions to contact your prescriber or pharmacy to obtain the prescription.

### **How can I check my order status?**

To review your order status, select "Prescription History" from the left navigation bar within your Postal Prescriptions account. Select "Recent Prescriptions" for status or tracking numbers.

### **Will Postal Prescriptions contact my provider if there are no remaining refills?**

Yes, Postal Prescriptions will contact your provider to obtain a new prescription.

### **How may I get information about drug interactions?**

Postal Prescription Services provides medication monograph information for each prescription filled, shown in your prescription history and indicated by the small circle next to each medication name. In addition, a Postal Prescriptions pharmacist is available to answer any questions you may have. Call 1.800.552.6694 and request to speak to a pharmacist.

### **Are interpretation and translation services available?**

Yes, oral interpretation and translation services are available.