

# Empower your business with trusted mail order services by Elixir Pharmacy

Convenient, secure prescription delivery right to your customer's front door

Elixir Pharmacy goes beyond simply dispensing medication. Our Mail Order program allows you to offer a turnkey medication home delivery service using our state-of-the-art facility, processes and personalized care. You can rely on Elixir Pharmacy for:

## 1 Accurate dispensing and quality control

Receiving the right medication at the right time is the simplest service offered by a mail delivery pharmacy and yet it can sometimes mean the difference between a patient staying adherent or not. Our 99.99% dispensing accuracy doesn't happen by accident. It is a product of our advanced fulfillment processes and quality control measures that include around-the-clock medication security, multiple quality checkpoints and review by a clinical pharmacist. These steps help ensure patients receive their medication safely, securely and when they need it.

## 2 Convenient medication delivery

Elixir Pharmacy delivers medications safely, conveniently and on time throughout the U.S., Puerto Rico and U.S. territories.



Secure, private packaging



Tracking and rush shipping options



Free standard shipping

Often a lower copay and more savings than retail\*



Refill reminders and automatic refill options



24/7 access to licensed pharmacists



Member Portal and App to view medication history, order refills and more

\* Dependent on individual plan design

### 3 Size and scale to accommodate your growing business

#### FACILITIES AND TECHNOLOGY

##### Size and scale to accommodate your unique needs

- Centrally and securely located 57,000 square foot campus
- Dedicated front-end operations for both mail and specialty pharmacies
- State-of-the-art dispensing with capacity to fill 24,000 Rx per day

#### PEOPLE

##### High touch, personalized care gives patients the support they need

- Specially trained pharmacists available 24/7/365
- Specialized teams for optimal service
- Customer Support teams consistently exceed service level goals

#### PROCESSES

##### Quality control ensures patients are protected

- Multiple checkpoints with clinical pharmacist review
- 99.99% dispensing accuracy
- 24/7/365 controlled substance security

### 4 A commitment to excellence

Our commitment to quality is evidenced with accreditations from several nationally recognized non-profit organizations that promote quality and safety in healthcare. These accreditations reflect our dedication to ensuring quality pharmacy practices are continuously offered and provides confidence to consumers and payers alike.



### 5 100% U.S.-based Customer Care team

Our Customer Care team is available 24/7/365 (some service hours may result in a call back from a pharmacy representative). Our team members are trained on your business and culture and have the ability to accommodate over 240 languages. Our team has an average customer satisfaction rate of 95%, showing our commitment to excellent service.

**Find out how Elixir Pharmacy can deliver for your business! Contact (NAME) at (NUMBER) or (EMAIL).**