Frequently Asked Questions (FAQ)

1. **What services does Kroger Mail Order Pharmacy offer?**

Kroger Mail Order Pharmacy can deliver your medications to your doorstep. Kroger Mail Order Pharmacy offers this service through **Ralphs Pharmacy,** a division of the Kroger Co. You can order all your prescriptions by mail, phone, or online. You can also review the status of all your prescriptions online at [www.ralphs.com/myprescriptions](http://www.ralphs.com/myprescriptions).

1. **How do I sign up for mail order service through Ralphs Pharmacy?**

Phone:Call **213-452-0830** to register with a Ralphs Pharmacy staff.

Mail or Fax: Complete the Customer New Prescription Request form (found on our website at [www.lacare.org](http://www.lacare.org), under “For Members” page and select “Pharmacy Services” tab) and send it to **Ralphs Pharmacy #22** at **645 West 9th St., Los Angeles, CA 90015** or fax to **213-452-0834**. Please make sure you are providing Ralphs Pharmacy with a valid shipping address. Please make sure your information is written clearly on the form. No payment information will be required.

1. **Will I need my original prescription(s)?**

Yes, Ralphs Pharmacy will require your original prescription(s).

1. **How do I send my prescriptions to Ralphs Pharmacy?**

You can mail in your prescriptions or have your doctor call, electronically prescribe, mail, or fax your prescriptions to Ralphs Pharmacy.

Mail prescription(s) to: **Ralphs Pharmacy #22, 645 West 9th St., Los Angeles, CA 90015.**

Fax prescription(s) to: **213-452-0834 (faxes will only be accepted from doctor’s offices).**

If you have any questions or need assistance, call Ralphs Pharmacy at **213-452-0830.**

1. **What happens after I send my prescriptions to Ralphs Pharmacy?**

Ralphs Pharmacy will begin working on your order once the prescription is received. Please allow a few extra days when placing an order for the first time and for your prescription(s) to reach Ralphs Pharmacy. Once the prescription is processed, the medication will be delivered to you within 1-3 days.

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1. **How are the orders sent to my home or work?**

Ralphs Pharmacy currently offers free standard shipping to your home or workplace.

1. **Can my prescriptions be placed on hold?**

Ralphs Pharmacy can hold your prescriptions. Please contact Ralphs Pharmacy to place your prescription on hold before processing.

1. **What do I need to tell my doctor before I use Ralphs Pharmacy?**

Please tell your doctor to write complete directions for use. Ralphs Pharmacy cannot dispense an order without valid instructions; “use as directed” will not be accepted. Please make sure your prescription has refills and is written for up to a 90-days supply.

1. **Can I stop an order or return a prescription?**

An order can be cancelled during processing, but cannot be cancelled during delivery. Tracking numbers will be given to you by Ralphs Pharmacy. All medication delivery statuses can be tracked via <https://www.fedex.com/apps/fedextrack/>**.** No orders can be returned after delivery.

1. **How long does it take to receive my order?**

Ralphs Pharmacy’s goal is to have your order in your hands 1-3 days after receiving the prescription. If you do not receive your order in 3 days, please check your order tracking number via FedEx for delivery status or contact Ralphs Pharmacy at **213-452-0830**.

1. **What if I do not have enough medication and I can’t wait 3 days?**

There are 78 Ralphs pharmacies in Southern California and any of them would be able to fill your prescriptions. To find the closest Ralphs Pharmacy, please visit: [www.ralphs.com/stores/search](file:///\\BARSTOW\MedAdmin\pharmacy\Clinical%20Programs\Mail%20Order\Ralph's%20(TBD)\FAQ%20Letter\Member\Podio%20Submission%20Documents\www.ralphs.com\stores\search). If a Ralphs Pharmacy is not nearby, Ralphs Pharmacy may be able to transfer your prescription to another local pharmacy to be filled right away. You can also ask your doctor for two prescriptions: One for a short supply of your maintenance medication that your local retail pharmacy can fill right away, and a second for a 90-days supply that can be sent to Ralphs Pharmacy.

1. **How do I request refills for my Ralphs Pharmacy prescription?**

Ralphs Pharmacy will let you know that you will be enrolled into their auto-refill program upon filling your medication. You may opt out at any time. If you wish to refill your

medications, you can do so by telephone or online.

Telephone: Call **213-452-0830** to enroll in the auto-refill program. Ralphs Pharmacy’s customer service line is available Monday through Friday 9am-9pm, and Saturday and Sunday 10am-6pm. Be sure to have your prescription number available to give to the pharmacy staff.

Online:Visit [www.ralphs.com/myprescriptions](http://www.ralphs.com/myprescriptions). Click the “My Prescriptions” link on the task bar on the left, then “Refills”.