

MEMBER Guide



YOUR PHARMACY BENEFITS MADE EASY

Helping you get and remain healthy.

We're here to ensure that your pharmacy benefits are accessible, with ease, if and when you need them most.



Customer Service

The ProAct Help Desk is available to serve you 24 hours a day, 7 days a week. Our knowledgeable customer service representatives can assist you with; Benefit Overview, Eligibility, Prior Authorization, and *much more*.



Tel: 877-635-9545
Fax: 315-287-7864
Web: www.ProActRx.com

Email: Support@ProActRx.com
Mail: 1230 US Highway 11
Gouverneur, New York 13642



Mail Order Pharmacy

ProAct Pharmacy Services will deliver maintenance prescriptions, up to a 90 day supply, directly to your door for the cost of your mail order pharmacy copay. You will need a new prescription from your doctor to begin using the mail service. Your doctor can e-scribe, call in, or fax your prescription to "ProAct Pharmacy Services" (NCPDP #3335468). You may also mail a prescription along with a completed profile form. To get started, call a Help Desk representative to set up your home delivery profile and method of payment.



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Gouverneur, New York 13642



Specialty Pharmacy

Noble Health Services is ProAct's specialty pharmacy and is available to dispense medications used to treat complex and chronic conditions. Our experts at Noble strive to support patients in all aspects of therapy and always provide the utmost care, from prescription needs and medication therapy management to financial guidance. Emergency on-call support is available at all times via our toll-free number. Your doctor may mail, fax, call, or e-scribe to "Noble Health Services" (NCPDP #5806457). Packages will ship next day delivery to your home, physician's office, or place of business. Same day delivery is available in some areas of Upstate New York. Local members may pick up specialty medications at our facility in Syracuse, New York.



Tel: 888-843-2040
Fax: 888-842-3977
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Mail: 6040 Tarbell Road
Syracuse, New York 13206