

Amazon Pharmacy Home Delivery

Frequently Asked Questions

→ Where do I go to set up home delivery with Amazon Pharmacy?

To set up your Amazon Pharmacy account, visit Amazon.com/MYW. If you have any questions or issues, you can call 855-797-8857 to get help

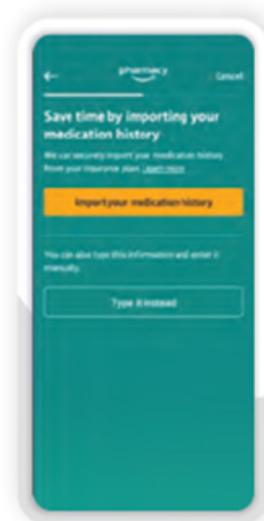
→ How do I create an Amazon Pharmacy account to get my medications delivered to my home?

Log to your Amazon account and select "Pharmacy" from the main menu bar. If you do not have an Amazon account, you must create that account first and then your Amazon Pharmacy account. Follow these steps:

- Provide consent for pulling medication history in from your plan – if you choose to.
- View the Medicine Cabinet information that was imported.
- You'll receive a welcome message which outlines next steps... it's that easy!



Easy sign-up



Provided consent for pulling in your medication history from your plan, which saves you time.

→ When I entered my member ID number, I received an error message.

When entering your member ID, please do not include the prefix (first three characters). Your member ID will start with the number "1" as shown below.



→ **What do I need to do if my prescription is not on file with Amazon Pharmacy?**

In most cases, Amazon Pharmacy will contact your doctor to get the appropriate prescriptions. However, you may need to contact your doctor and ask them to send a 90-day prescription to Amazon Pharmacy located in Austin Texas.

→ **How much does shipping cost for prescriptions?**

Amazon Prime members get free 2-day shipping. Members without Amazon Prime get free 5-day shipping.

→ **Is my personal health information safe with Amazon Pharmacy?**

Amazon Pharmacy adheres to HIPAA regulations, which govern how they may use and disclose your Protected Health Information (“PHI”), such as medication history, medical conditions, health insurance information, and other personal information they use to provide prescriptions. Amazon Pharmacy is committed to maintaining their customers’ privacy. PHI is encrypted and protected by Amazon’s extensive data security and privacy measures.

For more information, review Amazon Pharmacy’s [Notice of Privacy Practices](#).

→ **Does Amazon Pharmacy sell customer data?**

No, Amazon Pharmacy does not sell customer data. Protecting customers’ privacy and the security of our customers’ data has always been a top priority for Amazon.

→ **How do members know that it’s an Amazon Pharmacy representative calling and not a fraudulent call?**

Most communications from Amazon Pharmacy will come from your preferred channel (e.g., text, or email), but if an Amazon Pharmacy agent does need to call you, they will introduce themselves as an Amazon Pharmacy representative and that they are calling on a recorded line. They will also use a one-time password code so they can verify your identity. The password code will be texted to the cell phone number on record for that member. If a customer is unsure that they are receiving a fraudulent call and have concerns, then they should hang up immediately and call Amazon Pharmacy directly.

Here are a few reasons why an Amazon Pharmacy agent may need to call you:

- A call back was requested by the member
- A call was disconnected
- To provide updates on an issue/problem with the members account (typical to a traditional retail pharmacy calling a customer to advise on issues impacting their prescription)
- A clinical question or concern (e.g., question pertaining to an allergy/med history, drug interaction, clinical consult, etc.)

→ **How do members report something suspicious?**

Amazon takes fraud, scam, phishing and spoofing attempts seriously. If you receive a suspicious communication that you think may not be from Amazon Pharmacy, please report it immediately. To report suspicious communications including emails, calls or text messages, please select the appropriate link on this [webpage](#) and follow the instructions.

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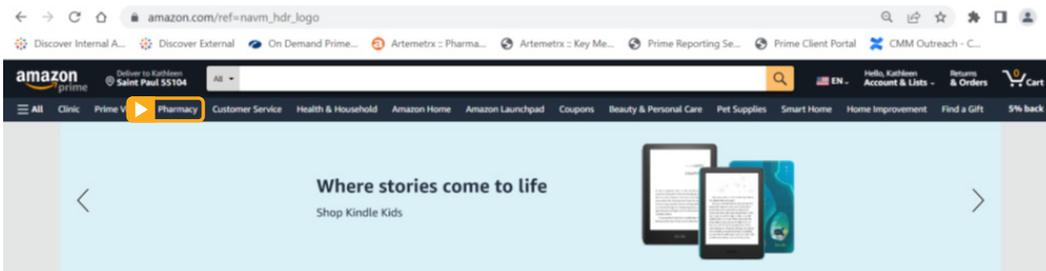
→ **How do I create an Amazon Pharmacy account for my adult dependent child?**

→ **Step 1**

User must be an Amazon.com account holder who also has set up an Amazon Pharmacy account

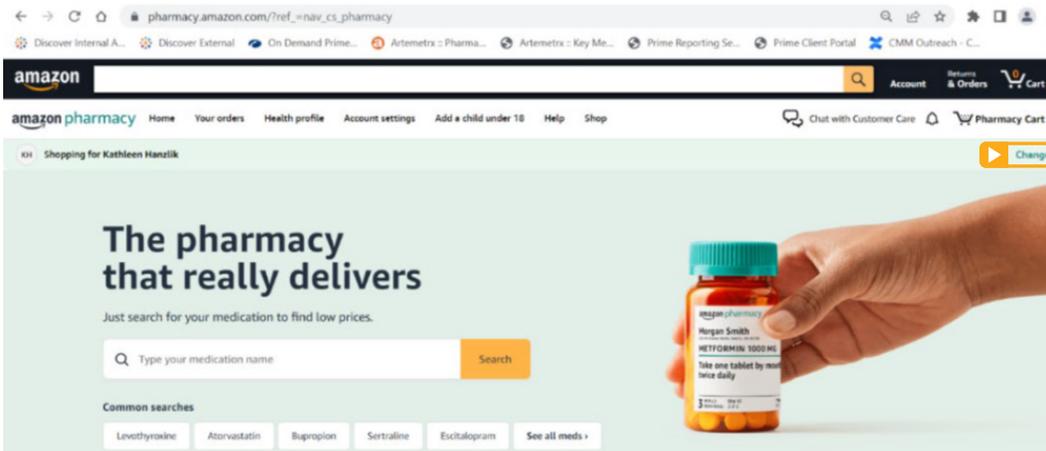
→ **Step 2**

Account holder signs in to their Amazon.com account and clicks on Pharmacy in the navigation bar



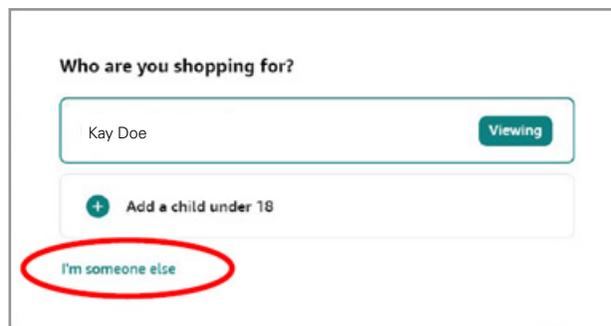
→ **Step 3**

Account holder lands on his or her Amazon Pharmacy account and clicks the “Change” link to add a new profile



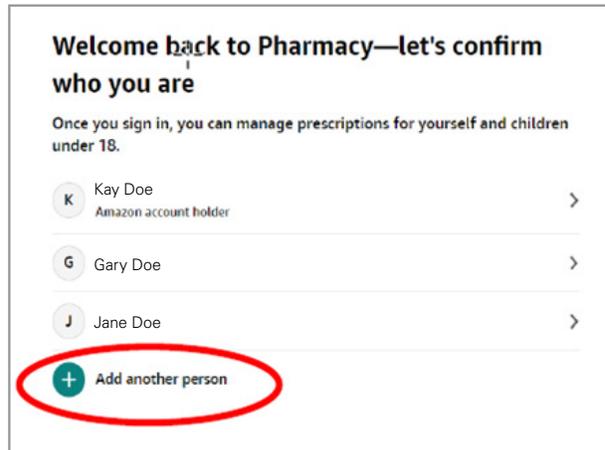
→ **Step 4**

Account holder sees “Who are you shopping for” dialogue box and clicks “I’m someone else”



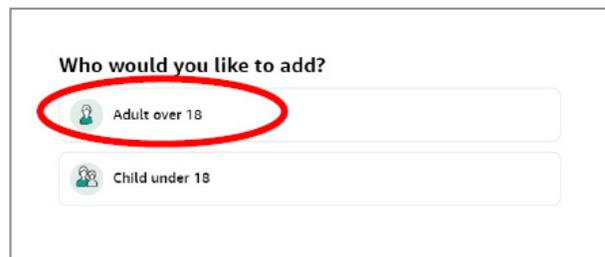
→ **Step 5**

Account holder sees “Welcome back to Pharmacy...” and clicks on “Add another person”



→ **Step 6**

Account holder sees “Who would you like to add?” and clicks “Adult over 18”

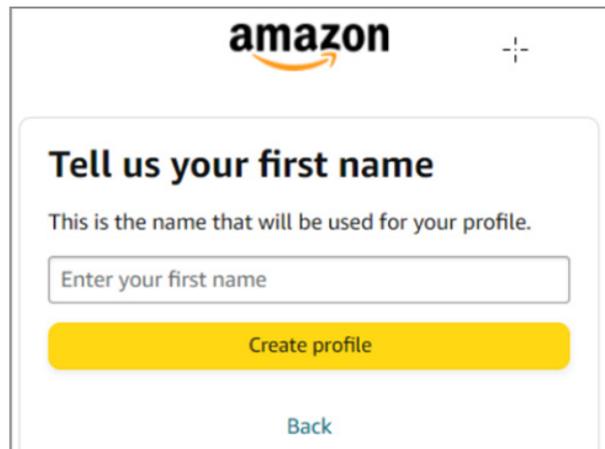


→ **Step 7**

Account holder sees “Tell us your first name,” enters the new adult’s first name and clicks “create profile”

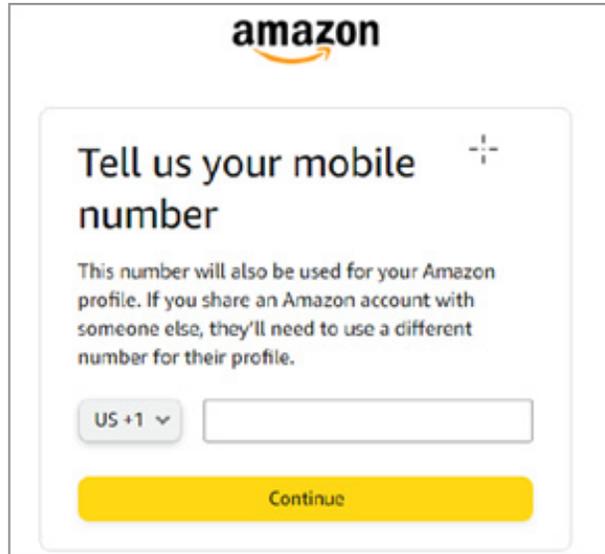
→ **Step 4**

Account holder sees “Who are you shopping for” dialogue box and clicks “I’m someone else”



→ **Step 8**

Account holder sees “Tell us your mobile number” and adds a phone number for the new adult profile/member.



The screenshot shows the Amazon mobile number entry screen. At the top is the Amazon logo. Below it, the heading reads "Tell us your mobile number" with a plus icon to its right. A sub-heading explains: "This number will also be used for your Amazon profile. If you share an Amazon account with someone else, they'll need to use a different number for their profile." There is a dropdown menu showing "US +1" and an empty text input field. At the bottom is a yellow "Continue" button.

→ **Step 9**

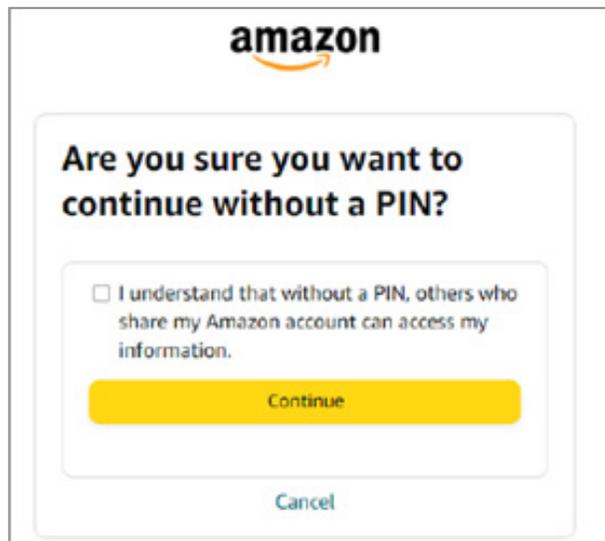
Account holder chooses whether to create a security pin for this new adult member profile



The screenshot shows the Amazon PIN selection screen. At the top is the Amazon logo. The heading reads "Would you like to protect your information with a PIN?". Below it, a sub-heading explains: "Using a 4-digit PIN helps keep your information private. Set up a new PIN to get started, or enter your existing PIN." There are two buttons: a yellow "Turn on PIN protection" button and a white "Continue without a PIN" button.

→ **Step 10**

If no pin selected, account holder checks box to affirm no pin and then clicks “Continue”



The screenshot shows the Amazon confirmation screen for continuing without a PIN. At the top is the Amazon logo. The heading reads "Are you sure you want to continue without a PIN?". Below it, there is a checkbox with the text: "I understand that without a PIN, others who share my Amazon account can access my information." There are two buttons: a yellow "Continue" button and a blue "Cancel" button.

→ **Step 11**

Account holder sees “Let’s get some details” screen and fills out info for the new adult member. Clicks “Continue”

The screenshot shows the 'Let's get some details' screen. It includes fields for Name (Legal First Name, Middle Name, Legal Last Name, and Suffix), Date of Birth (MM/DD/YYYY), Home Address, and Assigned sex at birth (Female/Male). There is a checkbox for 'Use as default delivery address' and a 'Continue' button at the bottom.

→ **Step 12**

Account holder sees “How can we get in touch with you?” If the account holder used the new adult’s separate cell number, this screen will show up pre-populated with that phone number and any email address previously entered.

If the account holder used his or her own cell number, this screen will be pre-populated with the account holder’s email address and phone number – so messages for this new adult member would be sent to the account holder. Clicks “Continue”

The screenshot shows the 'How can we get in touch with you?' screen. It includes an 'Email' field (EMAIL ADDRESS (REQUIRED)), a 'Text message' section with a checkbox for 'Phone number: +1', and a 'Continue' button at the bottom.

→ **Step 13**

If insurance ID does not auto populate, account holder clicks “Add insurance,” manually enters in insurance card information. Clicks “Continue”

The screenshot shows the 'Add insurance' screen. It includes a search bar, a 'No insurance found' message, and a 'Continue without insurance' button at the bottom.