



If you have prescriptions for a long-term condition, getting your drugs through the mail may be a convenient option for you. Bright Health offers pharmacy mail-order through Elixir Pharmacy. You'll receive up to a 90-day supply of your medication through the mail.

How to Register to use Elixir Pharmacy Mail Order Prescriptions:

1. **Online: (Recommended method)** Sign into your account at Bright Health Member Hub at: <https://member.brighthealthplan.com>. Select 'log in' on the Elixir Solutions section of the hub. This will open a registration page. Complete the required fields and click register. The Elixir Solutions dashboard will open – click 'Register for Mail' and a separate form will open. This will prompt you through a series of information required – once all tabs complete click 'submit registration'
2. **Phone:** Call Elixir at 1-866-909-5170 or TTY 711
3. **Mail:** Complete the Enrollment Form on the [brighthealthplan.com](https://member.brighthealthplan.com) website. Mail completed form to: 7835 Freedom Ave. NW, North Canton, OH 44720.

Once Registered:

1. **E-prescribe:** Ask your doctor to send a new prescription using the number: NCPDP 36-77361.
2. **Phone:** Call Elixir Pharmacy at 1-866-909-5170 or TTY 711. Elixir Pharmacy will reach out to your physician or current pharmacy to get your prescription transferred and answer any additional questions you may have.
3. **Mail:** Mail your new prescription to us at: 7835 Freedom Ave. NW, North Canton, OH 44720 with the completed Enrollment Form on the [brighthealthplan.com](https://member.brighthealthplan.com) website

How to Request a Refill on Prescriptions (Not Set to Autofill)

- Step 1 – Login to your account by visiting <https://member.brighthealthplan.com>. Log into the Elixir Solutions portion of the member hub.
- Step 2 – Click on the "My Prescriptions" tab to review the medications listed under "Filled Prescriptions"
- Step 3 – Check the "Select To Refill" box that corresponds with the medication you want filled
- Step 4 – Follow the prompts to complete your order

You can track your order by clicking on the "My Orders" button on 'My Dashboard'.

Payment options are an electronic check, Bill Me Later®, credit card (VISA®, MasterCard®, Discover® or American Express®) or money order. Do not send cash.

Please allow up to ten business days for your order to arrive. If you have additional questions, please contact Member Services at the number on the back of your ID card.

Sincerely,

Bright Health Plan