

Now with  
voice recognition!

# Pharmacy Services Help Desk IVRU

Accurate responses, faster service!

**1 800 922-1557**

Our new menu options are designed to provide enhanced information quickly and conveniently.

## IVRU shortcuts

### For eligibility details, say “Eligibility,” or press 1.

- Speak or enter the cardholder's ID, DOB, and Zip Code.
- Hear eligibility information.

**or**

- Speak or enter the member's telephone number, DOB and Zip Code.
- Hear eligibility information.

### For prescription inquiries, say “Claims,” or press 2.

- Speak or enter the prescription number.
- You will then be prompted to enter the DOS for the prescription in question.
- Hear prescription information.

### For claim reversal help, say “Reversal,” or press 3.

- Speak or enter the prescription number.
- You will then be prompted to provide the DOS for the prescription number to be deleted.
- Hear reversal information.

### For Enrollment inquiries, say “Enrollment,” or press 4.

- You will be routed to an enrollment specialist.

### To hear about our website at [www.medco.com/rph](http://www.medco.com/rph) or receive assistance with your Pharmacist Resource Center password, say “Website,” or press 5.

- You will be able to hear information for the website and your Medco Account Number.
- You will also be able to speak with a Password Support Representative for the Pharmacist Resource Center website.