

# Walmart Mail Order Pharmacy

## Frequently Asked Questions

SmithRx is proud to partner with Walmart Mail Order Pharmacy to bring members lower cost medications delivered to their home.

### What is Walmart's Mail Order Pharmacy's contact information?

- Phone: 1 (800) 273-3455
- Email: [wmsrx@wal-mart.com](mailto:wmsrx@wal-mart.com)
- Website: <https://www.walmart.com/cp/pharmacy-mail-order/1042239>

### What are Walmart's Mail Order Customer Support hours of operation?

Monday – Friday 7:00 AM to 7:00 PM CST

Saturday – Sunday 8:00 AM to 4:00 PM CST

### How can members get new prescriptions?

New scripts can be e-prescribed or faxed to 1(800)406-8976 by your provider or mailed to Walmart Mail Order Pharmacy, 1025 W Trinity Mills Rd. Carrollton, TX, 75006.

### Will members receive automated notifications from Walmart if they enroll to have prescriptions delivered by mail?

Members can opt-in to receive automated status calls or text notifications from Walmart Mail Order Pharmacy for order received, order shipped, and refill reminders. Members can follow up on the order status of their prescriptions through their online Walmart Pharmacy account.

### Can members set up a profile account and complete refill requests online with Walmart Pharmacy?

Members can set up an account with Walmart Mail Order Pharmacy via phone, mail, email, or online at <https://www.walmart.com/cp/1042239>.

Currently, mail order prescription refill options are available via telephone, live call center agents and SMS messaging. Online and app refill options are available for the retail pharmacies only.

### Do payments have to be processed for each fill, even if enrolled in the Auto Refill Program?

Payments are processed automatically for each order amounting to \$250 or less. Member outreach will be made on orders exceeding \$250 or if Walmart is unable to process the card on file.

**What is the prescription processing and delivery time?**

Prescription processing takes 2-3 business days, then 5-7 business days for fulfillment and delivery. Expedited shipping options are available for an additional fee. Due to federal regulations, Walmart Mail Order Pharmacy can only ship to addresses within the U.S., and some medications may not be eligible for delivery. Refrigerated medications are shipped overnight.

**Can members enroll in the Auto Refill program?**

Members can enroll in the Auto Refill program to ensure medications are automatically fulfilled and shipped when due for fill. Active therapies are eligible for enrollment.