



PrimeRx Mail Order

A comprehensive pharmacy management system with specialized, automated workflows for efficient mail-order and delivery operations.

<https://www.primerx.io/mail-order-pharmacies/>

Overview

PrimeRx Mail Order is a specialized solution within the PrimeRx Pharmacy Management System by Micro Merchant Systems, designed to meet the unique and complex needs of mail-order pharmacies. It provides a single, integrated platform to manage the entire mail-order workflow, from prescription intake to secure patient delivery.

Key Features and Capabilities

The system focuses on automation and efficiency to handle high-volume mail-order operations. Core features include:

Automated Mail Order Workflow: Streamlines core dispensing, cycle filling, and batch filling processes to reduce manual effort and errors.

Delivery Management: Integrates with third-party shipping providers and courier services for seamless logistics, label generation, and tracking capabilities.

Patient Engagement & Access: Offers online/mobile/app access for 24/7 refill orders (via FillMyRefills app), automated refill reminders, secure copay collection (PrimeRxPAY™), and two-way SMS/Text/Email communication.

Compliance & Security: Built-in features ensure adherence to regulations like HIPAA and DSCSA (Drug Supply Chain Security Act), including real-time verification and secure, encrypted patient record storage with biometric security and disaster recovery protocols.

Financial & Inventory Management: Includes automatic claims filing, insurance verification, batch billing, real-time inventory management, and customizable reporting and analytics.

Target Users and Use Cases

PrimeRx Mail Order is ideal for independent pharmacies, small chains, and large enterprise health systems that operate a mail-order service or are looking to expand into one. It is scalable for

businesses of all sizes and is used by pharmacy owners, pharmacists, and technicians to manage high-volume prescription processing, optimize inventory, and ensure regulatory compliance while enhancing patient adherence and satisfaction through convenient delivery and communication tools.

Key Features

- Automated Mail Order Workflow & Batch Filling
- Integrated Delivery Management & Tracking
- Real-Time Inventory Control & Ordering
- e-Prescribing (eRx) & Claims Adjudication
- Patient Refill App (FillMyRefills)
- DSCSA Compliance & Serialization Tools
- Secure Mobile Payment Collection (PrimeRxPAY™)
- Customizable Reporting and Analytics
- Medication Adherence Monitoring
- Electronic Signature Capture

Pricing

Model: subscription

Subscription-based with three tiers (Essentials, Pro, Plus). Pricing is customized based on pharmacy size, required features, and number of users. Single-user licenses may start around \$300-\$500/month, plus a one-time perpetual license and monthly support fee.

Starting at: USD \$300

Target Company Size: small, medium, enterprise

Integrations

ScriptDrop (Courier/Shipping), Surescripts (Real-Time Prescription Benefit), InfiniTrak (DSCSA Compliance), QuickBooks, Jotform, ECP (eMAR), QuickMAR (eMAR), Bamboo Health (PDMP), Wholesalers (EDI), Robotics/Automation Systems

Compliance & Certifications

HIPAA, DSCSA

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