**Member Guide**

**Customer Service**

**Tel:** 1.877.635.9545  
**Fax:** 1.315.287.7864  
**Email:** Service@ProActRx.com  
**Hours:** Mon - Fri [7:00am - 10:00pm] Sat - Sun [9:00am - 5:30pm] EST  
**Languages Capabilities:** English, Spanish, Chinese, French, + many more  
**Service Functions:**  
- Benefit Overview  
- Eligibility  
- Prior Authorization

**Mail Order**

**Tel:** 1.866.287.9885  
**Email:** MailOrder@ProActPharmacyServices.com  
**Getting Started:**  
1. Sign Up  
   ~ You must complete a New Patient Profile Form  
   Online - www.proactrx.com/mail  
   Print & Mail - www.proactrx.com/mail  
   Via Phone - 1.866.287.9885  
2. Submit New Rx  
   Via Mail - print order form online and submit with new script.  
   Via Fax - 1.315.287.3330  
   E-Prescribe - Submit to “ProAct Pharmacy Services”  
   NPI: 1154438877

**Specialty Drugs**

**Tel:** 1.888.843.2040  
**Fax:** 1.888.842.3977  
**Hours:** 24 hours a day, 7 days a week  
**Submitting a New Prescription**  
**Via Mail:** You or your doctor can mail your new prescription.  
   Noble Health Services  
   6040 Tarbell Road  
   Syracuse, NY 13206  
   Via Fax: 1.888.842.3977  
   **Via Phone:** Your doctor can call one of our Registered Pharmacists.  
   1.888.843.2040  
   **E-Prescribe:** Noble Health Services accepts electronic prescription.

**Must call ProAct helpdesk to finalize personal profiles**