

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

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



Mail Order



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****

