

Postal Prescription Services (PPS) - Mail Order Quick Reference Guide

Creating an Online PPS Account First you will need to create your online account	1. Visit our PPS website at ppsrx.com 2. Select the “Create an account” option in the lower left-hand corner of the screen 3. Enter your email address and create a password 4. Select “Create Account” a. If you receive an error message stating that your email address is already registered, consider the following: i. Do you already have an account with one of the sites in The Kroger Family of Pharmacies*? If so, use that information to sign in to the PPS website. ii. Do you already have an account with PPS and forgot your password? If so, select “Forgot My Password”. iii. If you have not previously registered an account, please contact PPS at (800) 552-6694 for assistance. Customer Service hours are Monday-Friday, 6am-6pm PST, and Saturday, 9am-2pm PST. * Kroger, Pick n Save, Copps, metro market, Mariano’s, Ralphs, Fred Meyer, QFC, Fry’s Food, Smith’s Food and Drug, King Soopers, City Market, Jay C Food, Pay Less Super Markets, Dillons, Owen’s Market, Baker’s Plus, Gerbes, and PPS Postal Prescription Services
Setting Up & Accessing Patient Information Once you have created your online PPS account, you must connect it to a patient profile for either yourself or someone you wish to manage	1. Once you have created your online PPS account, in the left navigation menu, select “Add a Patient” a. If you have NOT filled a prescription with PPS or The Kroger Family of Pharmacies, you will need to fill out a new patient request form by selecting “Request New Patient” i. Follow the steps to set up your patient profile and request your first prescription fill(s). You will be able to “Add Online Prescription Management” once you have your PPS prescription number. b. If you HAVE filled a prescription with PPS or The Kroger Family of Pharmacies, follow the instructions to “Add Online Prescription Management”. In step 3 you can either enter your prescription information OR identify your prescriber to complete the process. i. You can gain access to prescriptions for children and other adults (spouse, caregiver, etc.) using information from one of their PPS or The Kroger Family of Pharmacies prescription labels, their name, and date of birth ii. For adults, you will also need their email address. An email will be sent to the other adult requesting they grant access to you. They are required to have their own online PPS account to accept your request.
Ordering New or Transferred Prescriptions Once you have added a patient to your online PPS account, it is easy to add new prescriptions or transfer prescriptions from another pharmacy	1. Your doctor can send a new prescription to PPS by electronic prescribing, fax, phone, or mail 2. You can select “Add a Prescription” from the left navigation menu and follow the on-screen steps for PPS to request a new prescription from your doctor or a transferred prescription from another pharmacy 3. Or, if your doctor has given you a paper prescription, you should mail it to PPS at: PPS Prescription Services PO BOX 2718 PORTLAND, OR 97208-2718 * Generally, it takes about 3-5 business days for PPS to contact your prescriber or pharmacy to obtain your prescription(s). If you requested a fill of these prescriptions, they will be sent as soon as the prescriptions are received and filled.
Checking Order Status Once you have requested a prescription from PPS, you can track the delivery status	1. Select “Prescription History” from the left navigation bar and look under “Recent Prescriptions” for a status or tracking number * Tracking numbers may appear up to 24 hours before tracking information is available on our carriers’ websites

Postal Prescription Services (PPS) - Mail Order FAQs



How do I reach PPS?	The PPS Customer Service Center can be reached at (800) 552-6694.
What are PPS' hours?	Customer Service hours are Monday-Friday, 6am-6pm PST, and Saturday, 9am-2pm PST.
Why should I create an online PPS account?	An online account makes managing your prescriptions much easier! You can order refills, review convenient expense reports, and view prescription histories for yourself and others.
What are my payment options?	PPS accepts MasterCard, Visa, Discover, American Express, personal checks, and money orders. If you are paying by check or money order, PPS must receive these forms of payment prior to shipping your order. You can add or update credit card information from your "Cart" when checking out. You may also contact PPS at (800) 552-6694 to update your billing information.
How do I add or update my credit card information?	You can either contact PPS at (800) 552-6694 to update your billing information or you can add/update credit card information while checking out. Once you have added refills to your cart and select "Checkout", there will be an option to "Add a New Credit Card" (under the "Billing Information" section).
When will my prescriptions be ready to ship?	If you have remaining refills, your prescription will be ready for shipping within 24-48 hours. New, transferred, or prescriptions without refills will require extra time to process, as PPS will need to contact your doctor or transferring pharmacy in order to verify your prescription information. PPS ships out orders Monday through Friday. Orders requiring overnight shipment are sent out Monday through Thursday. PPS does not ship on Saturdays and Sundays.
What if I have an urgent need for my medication and can't wait for my prescription to be filled?	If you have an urgent need for your prescription refill for any reason, you can pay for expedited shipping. PPS may be able to transfer your prescription to a local pharmacy to be filled immediately if you need it the same day. You can call PPS Customer Service at (800) 552-6694 and speak with a Customer Service Representative for additional help. Customer Service hours are Monday-Friday, 6am-6pm PST, and Saturday, 9am-2pm PST.
Can I set up Online Prescription Management if I don't have a prescription number?	Once you receive your first prescription from PPS, you will be able to set up online prescription management. You will need to enter a prescription number (filled with PPS or The Kroger Family of Pharmacies) or you will need to identify your prescriber of a prescription (filled with PPS or The Kroger Family of Pharmacies). Enter the prescription number from the label to link the prescription to your profile or identify your prescriber of the prescription using the "Add Online Prescription Management" feature on the PPS website.