



***Maxor Plus, Maxor Mail Order and  
Maxor Retail Pharmacies at Ft Wadsworth and Mitchel Field  
Customer Service Hours of Operation and Contact Information***

**Maxor Plus – TRICARE Uniform Formulary and other pharmacy benefit questions**

- 800-687-0707 (toll free phone number)
- 866-208-9930 (toll free fax number) for prior authorization requests only (please do not use this fax number for sending prescriptions to Maxor Mail Order)
- Maxor Plus customer service reps are available as follows:
  - ⌚ Monday – Friday, 7:00 am – 9 pm CST (8:00 am – 10:00 pm EST)
  - ⌚ Saturday, 8:00 am – 6:00 pm CST (9:00 am – 7:00 pm EST)
  - ⌚ Sunday, 9:00 am – 5:00 pm CST (10:00 am – 6:00 pm EST)
  - ⌚ A Maxor Plus pharmacist is always available on-call after routine customer service hours to respond to emergency situations

**Maxor Mail Order**

- 866-408-2459 (toll free phone number)
- 866-589-7656 (toll free fax number). Prescriptions can only be accepted if faxed directly from the prescribing provider’s office. Faxed prescriptions cannot be accepted if faxed by the member.
- ⌚ Maxor Mail Order customer service reps are available Monday – Friday, 8:00 am – 6:00 pm CST (9:00 am – 7:00 pm EST)
- Members can use the automated system to request refills with the prescription number printed on the label at any time or speak with a customer service rep in the mail order department during routine business hours
- The mailing address for Maxor Mail Order is:
  - PO Box 32050
  - Amarillo, TX 79120

### **Maxor Pharmacy at Fort Wadsworth**

- 718-273-4260 (phone)
- 718-816-5830 (fax)
- Current pharmacy hours:
  - ⌚ Monday 9am-7pm
  - ⌚ Tuesday 9am-5pm
  - ⌚ Wednesday 9am-5pm
  - ⌚ Thursday 9am-6pm
  - ⌚ Friday 9am-2pm
  - ⌚ Please note these hours are subject to change based on physician/office schedule. Always call ahead to make sure the pharmacy is open.
- Members may obtain 90 day supply of covered prescription drugs at this location

### **Maxor Pharmacy at Mitchel Field**

- 516-222-0401 (phone)
- 516-222-0672 (fax)
- Current pharmacy hours:
  - ⌚ Monday – Friday, 8:30 am - 4:30pm
  - ⌚ Saturday, 9am-1pm
  - ⌚ Please note these hours are subject to change based on physician/office schedule. Always call ahead to make sure the pharmacy is open.
- Members may obtain 90 day supply of covered prescription drugs at this location