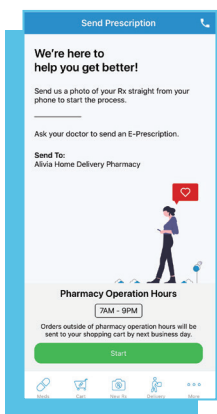


TRIPLE-S_{Rx} en casa

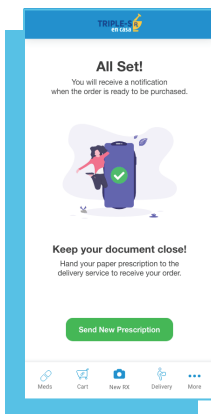
How to use the app
for  Download on the
App Store and  GET IT ON
Google Play



STEP 1

Send a photo of the written prescription via mobile* or ask the doctor to send an electronic prescription

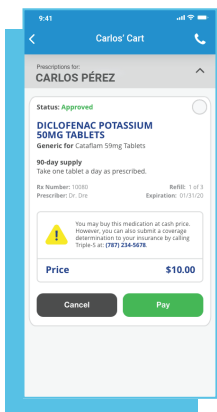
Alivia Home Delivery
NCPDP 4030235
NPI 1396391280



STEP 2

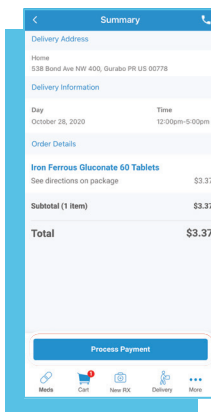
Alivia Home Delivery will then **process** the medicines.

When the order is ready, you will receive a notification via the app & email to **complete** the process.



STEP 3

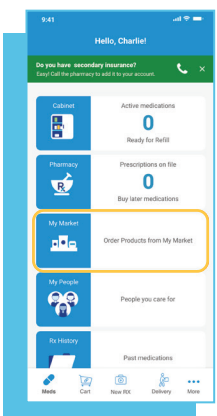
Your medicine will appear in the shopping cart when it's ready. **Select** the medicine from the cart, press **Pay** & proceed to coordinate the address, date & time of delivery.



STEP 4

Review the details of the order & click "Process payment".

If you have a co-payment in \$0, complete the **payment process** & click "Return to the app".



YOU MAY ALSO ORDER OTC ITEMS

In addition to your prescribed drugs, you can also order OTC items from the app without a prescription.

From the main screen, **choose** "My Market" to view the OTC items available.

Receive your medications and/or OTC items at the comfort of your home. Easy and convenient!

* **Important:** If you send us a picture of your prescription, you must present the original prescription and show valid identification to the courier upon delivery.



Alivia Home Delivery has a team of pharmacists always ready to help.
Feel free to contact them at:

Email: homedelivery@aliviahealth.com | Phone: 1.888.525.4842 | Fax: 787.979.9600



Frequently Asked Questions

What is Triple-S en Casa?

Triple-S en Casa is a prescription drug delivery service that we offer exclusively to beneficiaries with Triple-S Salud and Triple-S Advantage pharmacy coverage. For your convenience, you can choose to have your medications and/or over the counter (OTC) items delivered directly to your home, office or to the address of your choice. Deliveries are made to all municipalities in Puerto Rico. Resident members of Vieques and Culebra should call the toll-free number 1-888-525-4842 to coordinate delivery. They should not place the order through the application.

How do I register?

You can register through our mobile app on Android or iOS, or by calling our customer service team toll free at [1-888-525-4842]. By registering over the phone, our customer service representatives will be happy to create an account for you. Regardless, you must download our Triple-S en casa mobile app and complete your profile in order to place orders and schedule deliveries. If you do not have access to the app or a family member to help you, you can call our customer service team for guidance on how to order your medicines. We encourage you to download the app to enjoy all of its benefits. In order to register, you must be 18 years or older and a member of an eligible Triple-S group.

Does someone need to be present to receive the delivery?

Yes, someone must be present to receive the medicines as it is required that the original prescription, as well as a valid ID be presented to the courier. You can ask a relative, friend, doorman or colleague to receive your medicines. The courier cannot leave your package in a mailbox or at the entrance of your house.

When will my delivery arrive?



<p>Monday through Friday Before 5:00 pm Eligible for next business day delivery</p> <p>After 5:00 pm Monday through Thursday Eligible for delivery within 2 business days</p> <p>After 5:00 pm on Friday Eligible for delivery on Monday</p>	<p>Saturday Before 5:00 pm Eligible for delivery on Monday</p> <p>After 5:00 pm Eligible for delivery on Tuesday</p>	<p>Sunday Eligible for delivery on Tuesday</p>
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Are all prescriptions eligible for delivery?

We deliver most controlled and refrigerated prescription drugs. For specialty medicines, please call our specialty pharmacy: Alivia Home Delivery pharmacy toll free [1-888-525-4842].

What should I do if I need over-the-counter (OTC) items?

Once the prescription order is complete, the option to include OTC non-prescription products to your order will appear.

If you wish to order OTC products without including prescription drugs, you may do so from the "My Market" section on the main screen. Simply choose the OTC products and desired quantity that you wish to purchase, and the pharmacy will place them in the cart after they have contacted you to confirm payment.

Triple-S Advantage members will be able to use their OTC allowance benefit to pay for such items. If there is any pending balance, the pharmacy will contact you to make the payment. Payment can be made with a credit card or via ATH Móvil.

Can I transfer a prescription from another pharmacy?

Due to the current Puerto Rico Pharmacy Law, we cannot transfer your prescription. You will need to get a new prescription to use our service.



Triple-S en casa is a prescription drug delivery service offered to Triple-S Advantage and Triple-S Salud members with pharmacy coverage, in partnership with Alivia Home Delivery, a duly licensed pharmacy in Puerto Rico. This service is optional. Dos does not apply to Vital Plan beneficiaries. Triple-S Advantage and Triple-S Salud members are free to choose their pharmacy provider. For a complete directory of Triple-S participating pharmacies network, please visit: www.ssspr.com. Triple-S Advantage, Inc. and Triple-S Salud, Inc. are independent licensees of BlueCross BlueShield Association. Triple-S Salud, Inc. y Triple-S Advantage, Inc. cumplen con las leyes federales aplicables de derechos civiles y no discriminan a base de raza, color, origen de nacionalidad, edad, discapacidad o sexo. Triple-S Salud, Inc. and Triple-S Advantage, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Triple-S Salud, Inc. and Triple-S Advantage, Inc. 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。ATTENTION: If you speak English, language assistance services, free of charge, are available to you. For Triple-S Salud Inc., call 787-774-6060, (TTY/TDD) 787-792-1370 or 1-866-215-1919. Free of charge 1-800-981-3241. And for Triple-S Advantage Inc., call 1-888-620-1919 (TTY: 1-866-620-2520). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Para Triple-S Salud Inc. llame al 787-774-6060. Libre de costo 1-800-981-3241. (TTY/TDD) al 787-792-1370 o 1-866-215-1919. Para Triple-S Advantage Inc. llame al: 1-888-620-1919 (TTY: 1-866-620-2520). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-620-1919 (TTY: 1-866-620-2520). TSS-MKT-2055-2021-B Y0082_21C1325E_C