

Frequently asked *questions*

Virtual pharmacy offering
through Pillway®

General



What is a virtual pharmacy?

A virtual pharmacy is an online service that allows customers to manage their prescriptions, order medications, and receive medication care and guidance from the comfort of their homes. It offers convenience and accessibility, making it easier for customers to maintain their health and wellness.



What is the virtual pharmacy available to me through Manulife?

The virtual pharmacy is an optional service for you and your eligible family members (dependants) offered by Manulife and delivered by Pillway®, a Canadian online pharmacy. Through the Manulife Mobile app or plan member site you can connect with the virtual pharmacy to submit prescriptions online. Medications are delivered directly to your door, to most locations, usually within 2 business days and at no extra cost.¹



What is Pillway?

Pillway is an established, fully registered Canadian pharmacy licensed by the College of Pharmacists of British Columbia, the College of Pharmacists of Manitoba, and accredited by the Ontario College of Pharmacists. Founded in 2016, Pillway has grown to be a recognized name in the country's virtual pharmacy industry. Pillway offers a highly rated shopping experience (4.8/5 on the App Store™ and 4.6/5 on Google Play™), supported by qualified Canadian pharmacists.



Is the virtual pharmacy service secure?

Yes, the virtual pharmacy service uses advanced security measures to protect your personal, medical, and payment information to ensure your privacy and confidentiality.

Are there any cost savings associated with the virtual pharmacy?

There are no discounts or cost savings associated with the use of the virtual pharmacy, but you can benefit from potential time and travel savings (to and from a local pharmacy) as well as the ease and convenience of fast, free home delivery.¹

Is direct billing available through the virtual pharmacy?

Yes! As with most pharmacy claims, billing will be submitted directly to your Manulife drug plan when using the virtual pharmacy.² If you don't have a Manulife drug plan you can still use the virtual pharmacy and pay for your medications out-of-pocket.

Do I have a choice if I want to use the virtual pharmacy or not?

Yes, you always have a choice. Using this service is optional.

Why isn't the virtual pharmacy available in Quebec?

Due to legislation in Quebec, the Pillway virtual pharmacy service is not currently available to residents of Quebec. An offer specific to Quebec will become available in the near future.

Benefits and advantages

How can I benefit from using the virtual pharmacy?

You and your eligible family members can benefit from:

- fast, free home delivery¹ of your prescription medications, over-the-counter medications, and vitamins
- prescription review by pharmacists (who are available to consult with your health care providers, when necessary)
- direct billing to your benefits plan if you have drug coverage²
- online tracking of orders
- access to virtual pharmacy support

What makes the virtual pharmacy a convenient option for me?

Whether you have a busy lifestyle or live far from a local pharmacy, the virtual pharmacy is designed to bring pharmacy services closer to you, so you can manage your medications from home, at work, or on the go. You can submit prescriptions online, get convenient home delivery at no extra cost¹, and consult with pharmacists through chat, email, or phone.

Care and support

What kind of support is available through the virtual pharmacy?

Pillway pharmacists can review prescriptions and are available to consult with your health care providers, when necessary. You can also receive personalized treatment regimens that align with your individual needs. This can include extra labelling, personalized notifications, and “tear and go” individual packaging to help you and/or your eligible family members manage medications.

Does Pillway dispense specialty drugs?

Pillway is not part of Manulife's Specialty Drug Care program and may not offer all specialty drugs.

What if I have questions about my medications?

If you have questions about your medications, you can consult a pharmacist. They are available to provide advice, answer questions, and help you manage your medications effectively. Pharmacy support is available Monday to Friday between 9 a.m. and 8 p.m. ET and Saturday between 9 a.m. and 5 p.m. ET.

Who's eligible?

Who can use the virtual pharmacy?

All Manulife group benefits members outside of Quebec (with and without drug coverage) and their eligible family members can choose to use the virtual pharmacy services offered by Manulife and delivered by Pillway. If you have drug coverage with Manulife, billing will be submitted directly to your benefits plan when using the virtual pharmacy.²

If you don't have a Manulife drug plan, you can still use the virtual pharmacy and either pay for your medications out-of-pocket or have Pillway coordinate payment with any other coverage you might have.

Access and use



How can I access the service?

You can access the virtual pharmacy through the Manulife Mobile app or plan member site via single sign-on.



How do I fill or refill a prescription using the virtual pharmacy?

You can easily fill or refill prescriptions by tapping into the Manulife Mobile app or visiting the plan member site. Once logged in to the virtual pharmacy, you can attach and submit a picture of your prescription. After the prescription has been received by Pillway, the medication will be delivered right to your door, usually at no extra cost.¹



What are the delivery options for medications through the virtual pharmacy?

Medications are delivered directly to your door (signature required) at no extra cost, usually within 2 business days – or as fast as same business day if you live in the greater Toronto area, Ontario, or lower mainland British Columbia, and you submit your prescription before 11 a.m. ET.¹



How can I track my orders and deliveries?

You can track your orders and deliveries online on the Pillway site, accessible through the Manulife Mobile app or plan member site, making it easy and convenient to monitor the status of your prescriptions/orders.



How do I transfer my prescription(s) from my local pharmacy to the virtual pharmacy (Pillway)?

You can transfer existing prescriptions from your current pharmacy to the virtual pharmacy through the Manulife Mobile app or plan member site by uploading and sending a picture of the prescription or by calling Pillway at 1-833-PILLWAY (745-5929).

Once your request has been received, Pillway will manage the rest of the process, including coordinating your insurance information.

Pillway will contact your current pharmacy directly to transfer existing prescriptions over to the virtual pharmacy. Future prescriptions can be faxed direct to Pillway by your physician.



Where can I learn more about Pillway?

To learn more about Pillway, our virtual pharmacy provider, visit www.pillway.com.

Get more health from your benefits.

¹ Some exceptions may apply. Deliveries to remote or rural locations may be delayed and/or incur delivery fees. This offer is not currently available in Quebec due to provincial legislation.

² Coverage amounts and maximums vary by plan. Claimants can pay any amount not covered by the plan directly to Pillway.

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