

Your questions about Capsule, answered.

Where is Capsule delivery available?

Capsule is available to Oscar members in New York, Kings, Queens, Richmond, & Bronx counties in NY and Westchester & Rockland counties in Lower Hudson Valley.

How can I transfer existing prescriptions to Capsule?

Simply call 212-675-3900 or head to capsulecares.com and Capsule will handle the transfer.

Are doctors able to send prescriptions directly to Capsule?

Yes! Just as a doctor would send a prescription to any other pharmacy, they can send it directly to Capsule.

How does Capsule integrate with Oscar's Doctor on Call feature?

When selecting a pharmacy on our app, a member can simply choose Capsule. It's built right in with our other pharmacies!

Can I use it for regular refills or one-time medications?

Both!

How quickly can I get prescriptions delivered?

In New York City, you can select a delivery window ~60 minutes in advance. In other counties that are less densely populated, you may have to select a delivery window ~3 hours in advance. In other words, if you realize at noon that you need your meds, you'll be able to have them delivered between 3pm and 5pm.

What happens if I'm not there to sign for the meds?

Capsule will contact you to reschedule the delivery. Anyone can sign – it doesn't have to be you.

If I transfer prescriptions, do I have to transfer all or can I be selective?

You can select which ones you want to transfer.

Does the delivery include temperature controlled medications or controlled substances?

Yes, but please note: Delivery of controlled substances requires proof of identity (driver's license, ID card, etc).

For any other questions, please reach out to your Concierge team at 1-855-672-2755 or through your Oscar account.

