

The BioPlus Family of Pharmacies



MedScripts



Route 300



Ask Us Anything: Frequently Asked Questions

Can I be part of my care?

Yes, participating in your care is very important. The first time we talk with you, you'll learn about our pharmacy. Please spend time reviewing this booklet to learn what to expect during your treatment. You will also read about the importance of working together for the best health outcomes.

What is the Patient Management Program?

The Patient Management Program is a program designed by our team of pharmacists and nurses to work collaboratively with you and your physician to produce the best outcomes for your therapy. By working as a team, we can better manage your treatment plan and work through any side effects to determine the best path forward for you.

Can I choose not to participate in the Patient Management Program?

You may choose to opt-out of the Patient Management Program. We think it is a good idea for you to talk it over with someone from our pharmacy team so you can choose the options that best fit your needs.

Are there limitations to the Patient Management Program?

The Patient Management Program:

- does not replace the need to visit your physician for scheduled appointments. Those visits are necessary so your doctor can continue to monitor your progress.
- is not a guarantee that you will be cured or that you will not have side effects from the medication you are receiving, however, patients who are involved with the Patient Management Program may have improved outcomes or reduced or better controlled side effects.
- may not provide treatment for non-specialty medication needs.

In addition, the pharmacist cannot make changes to your prescription without the involvement of your physician.

How do I contact the Patient Management Program team?

You may reach the Patient Management Program customer service line at the number on your prescription label.

If I am a Medicare Part D patient, what are my rights if a prescription is not covered (“filled”) under my Medicare Part D Benefit?

Refer to the CMS 10147 form, at the website listed below:

<https://www.cms.gov/regulations-and-guidance/legislation/paperworkreductionactof1995pra-listing/cms-10147>

How do I order a refill?

You can expect the pharmacy to contact you about your refill. We will call you about a week before you are due to run out of medication. Our representatives may attempt to contact you via text or voice call at all of the phone numbers we have on record for you.

If you have not received a call from the pharmacy within 7 days of a refill need, you or an authorized representative may call us and place your refill order using the pharmacy number listed on your prescription label.

Will my refills be automatically sent to me?

No, a representative will need to speak with you or an authorized representative, and ask you a short series of questions for the pharmacist to review. During this call we'll also check the day of the week you'd prefer your refill to arrive. The pharmacy can deliver your order to your home, office, or designated destination. The pharmacy also can ship to third-party retail locations that offer drop-off or delivery services for a selected shipping carrier.

How can I track my shipment?

We can send a shipment tracking number to your email address. You can also contact the pharmacy number listed on your prescription label for shipping questions.

Do I need to be home to sign for my delivery?

Most insurance programs REQUIRE that you (or anyone 18 years of age or older) sign for receipt of your package. If you are not going to be home, we can have the package delivered to your workplace or another convenient location. If you would like the carrier to leave your medication at your door, we can enclose a delivery ticket with a self-addressed return envelope. This delivery ticket must be signed and returned to the office as proof of delivery. You also may e-sign the delivery ticket through your digital device, such as phone, computer, or tablet.

How do I pay for my medication?

Your co-pay or coinsurance is due each time you refill your medication. The pharmacy accepts all major credit cards as well as electronic checks.

Who delivers my medications?

Deliveries will be sent by either UPS, Fedex, or other common carrier.

What if my insurance changes?

If you receive any notification that your insurance has changed, been updated, or you receive a new ID card, please call the pharmacy as soon as possible to provide the new information to one of our representatives. The pharmacy will verify the new information in order to update your account.

What if I have a question about my bill? If you have a question about your bill, please contact the pharmacy at the number on your prescription label.

What if I have a medication issue? (Examples: an injection doesn't work properly, medication looks wrong or different, the label is wrong, etc.)

Call the pharmacy right away to let us know about any medication concerns as you may need to speak to one of our pharmacists. Many medications can be replaced by the manufacturer. After speaking with you, we can assess your individual situation for the best resolution.

What if I have a question about my medication or think my medication is affecting me negatively?

If the symptoms you are experiencing are dangerous or life threatening, please call 911 immediately. All potential adverse effects or drug reactions should be reported to your physician and pharmacy. You can contact your pharmacy at the number on your prescription label.

What happens if my prescription cannot be filled?

If the pharmacy cannot fill your prescription, we will identify one that can. If you are a new patient, we will contact your prescribing office with that pharmacy's name and phone number. If you are an existing patient, we will call you with that information.

What happens if there is a delay receiving my order?

The pharmacy will contact you if your order is going to be delayed. If we are informed of a delay, we will let you know the reason for the delay and discuss a resolution. If you have a concern, you may call your pharmacy at the number on your prescription label.

What happens if my medication is recalled by the manufacturer?

The pharmacy will contact you by phone to discuss the recall and will give you instructions on how to handle the recall.

What do I do if I have a question, concern, or complaint?

Please contact the pharmacy at the number on your prescription label.

How can I transfer my prescription to a different pharmacy?

If you no longer want your prescription to be filled through the BioPlus Family of Pharmacies, then you should contact the pharmacy number on your prescription label to initiate a prescription transfer. It will be helpful to have the contact information on hand for your desired new pharmacy.