

# Frequently Asked Questions

## How do I contact you?

- Please contact us if you have any questions or concerns about your order including:
  - Prescription questions: status, copay amount, claims or benefits coverage
  - If you suspect an error in shipping or dispensing
  - If you suspect the medication has been recalled by the FDA

### **Presbyterian Specialty Care Pharmacy**

Phone: (505) 823-8800

Fax: (866) 248-0801

[www.phs.org/pharmacy](http://www.phs.org/pharmacy)

- If you have any side effects from your medication that result in an emergency, call 911.
- Call your doctor or your pharmacist with any questions about how to take your medication, side effects, etc.

## Where is the specialty pharmacy and when is it open?

- Hours:
  - Presbyterian Specialty Care Pharmacy**
  - 4580 Paradise Blvd NW
  - Albuquerque, NM 87114
  - Monday through Friday, 8 a.m. to 4:30 p.m.
- A pharmacist is available 24 hours a day, 7 days a week, for any medication questions you may have. The on-call pharmacist has access to your pharmacy file and can answer questions about order status also.

## What cities and/or states does the pharmacy service?

- Our pharmacy is located in the Albuquerque metro area for convenient in-person pickup, and we can currently ship medications to any location in New Mexico, Colorado, or Arizona.

## How do I fill a new prescription?

- Your doctor must first send a prescription to our pharmacy.
- Once a prescription is on file, you may call our pharmacy during business hours to place your order and arrange delivery.
- After hours, you can request to fill a prescription by following the phone system's instructions.

NOTE: In some limited cases, our pharmacy may be unable to fill your prescription(s). In these cases, the staff can help you understand the reasons why and help you find other pharmacies that can help.

### **How long will it take to receive my prescription?**

- Normally, our pharmacy will have your prescription ready in less than 24 hours. This does not include delivery time. If it will take longer than 48 hours, we will call you to tell you your options so you don't go without medication.
- Your health plan may require more documents before we can fill your prescription. Our staff will work with you and your doctor to try and get this completed as quickly as possible. We will call you if long delays or other issues arise during the process. If this or other problems delay your order, an employee will help you decide the best way to get your medication.
- We ship all medications Monday through Thursday via next day delivery at no cost to you. Holidays, weather, and other natural disasters may rarely delay shipping, but we will work with you to ensure you receive your medications on time.
- A pharmacy staff member will set up delivery with you each fill.

### **How do I refill my prescription?**

- For standing prescriptions, we will call to set up your refill order a week or so before you should run out.
- If you are running low on medication before we call you, or you would like to start your refill order, please call us. Please have your prescription number(s) to place your order.
- You also can ask for a refill by following the instructions on the phone line and entering your prescription number. This refill option is available 24 hours a day, 7 days a week.
- If ordering a refill on the phone line, please also leave a voice message with the following information:
  - your medication's name
  - your prescription number
  - your first and last name
  - your address
  - your date of birth
  - your daytime phone number
  - specific delivery instructions
  - whether you'd like a pharmacist to call you before your refill order is filled and shipped
- Please let a staff member know if you have run out of refills and would like us to call your doctor to get a prescription.
- Please remember to always inform us of any insurance, address or health changes.
- If you need your prescription sooner than you expect it to be ready, please let a staff member know so your order can be filled more quickly. If you cannot wait for a shipment, you may ask about having your prescription sent to a local pharmacy. The prescription can be sent back to us the next time it is needed.

### **How much will my prescription cost?**

- Prescription cost may change depending on your insurance.
- Because medication pricing can change on a daily basis, a final total of your co-pay cost cannot be made until your claim is billed to your health plan. You may also call the member services phone number on your health plan card to get the most current information.
- Prescription cash price is available upon request.

- If you are unable to afford the cost for your prescription, we will work to identify co-pay assistance, patient assistance programs or other support. Visit the Presbyterian Specialty Care Pharmacy section of our website to learn about patient assistance.
- The cost may also change depending on the quantity of medication. Your prescription will be filled for the amount of medication that the doctor orders unless your health plan will only allow a smaller quantity. Please be sure to tell your doctor to order the maximum amount/days' supply allowed by your plan (days allowed may vary by plan).
- If you have Medicare medication coverage, the cost of your prescription will change when you meet your deductible and other out-of-pocket expenses. Patient care coordinators can help you understand your options. Visit our website to learn more about these services.
- When allowed by law, the pharmacy may fill your prescription with a generic that usually costs less than name-brand drugs. Please talk with your pharmacist if you have any related questions.

#### **How can I pay for my prescription order?**

- Our specialty pharmacy accepts all major credit cards, check, cash, or money orders. If mailing payment, please do not mail cash.

#### **How can I safely get rid of my medications?**

- Visit the website below or see the handouts given in the welcome packet:  
<https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
- An employee will call and tell you what to do if there is a recall on your medication.

#### **What is the Patient Care Management Program?**

- This program is included at no cost to you, and you are automatically enrolled as a patient of our pharmacy. You may opt out at any time by calling the Presbyterian Specialty Care Pharmacy.
- Pharmacists will work with you on any problems you may have with your treatment. Issues discussed include disease, medication, dose, directions, problems with other medication, side effects and talking with your doctor when needed.
- There are many potential health benefits of this program. They include helping with side effects, better health and better understanding your disease and medication. Patients in the program are also more likely to take their medication as the doctor ordered. When talking to your doctor about your treatment is needed, your pharmacist will have all the information needed to make the best decision for you.
- The potential limitations of this program depend on you as the patient. You must be willing to follow the directions of your doctor and pharmacist. You must take your medication as the doctor stated and be willing to discuss the details of your disease and medical history with your pharmacist.
- Please let your doctor know you are a patient of our pharmacy and are enrolled in their Patient Care Management Program. A good relationship between your doctor and your pharmacist will benefit everyone involved in your care.
- To contact the Patient Care Management Program, please call Presbyterian Specialty Care Pharmacy.

- For access to patient support programs, refer to your welcome packet, call to request a copy, or visit our website at <https://www.phs.org/pharmacy>.
- Patient care management interventions may be based on literature from many sources. A list of these guidelines is available upon request.

**We will work with you on your health goals so that you will:**

1. Be fully informed about services to be provided and have the option to ask any questions you may have about the program.
2. Receive, upon request, evidence-based practice information for clinical decisions (manufacturer package insert, published guidelines, journals, etc.).
3. If desired, be referred to other healthcare providers within an external healthcare system (ex. specialists, mental health services, etc.). You may also be referred back to your doctor for follow up.
4. Be offered assistance with any eligible programs that help with patient services, co-pay assistance programs, and/or health plan programs (disease management, pain management, suicide prevention, etc.).
5. Be able to express complaints for lack of respect, treatment or service, and to suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services. You or your caregiver(s) can call (505) 823-8800 and ask to speak with a pharmacist, supervisor or manager.

