



1325 Miller Road, Suite K
Greenville, SC 29607
866-840-4067

Patient Frequently Asked Questions

Can I participate in my care?

Yes, Participating in your care is very important. During the initial call, we will introduce our company and direct you to our <https://medscriptsrx.com> website so you can read about our company, understand what to expect throughout your care, sign our consent forms explaining your rights and responsibilities and learn how we partner with you during the initial care planning and throughout your treatment to ensure the best outcome for you.

What are the Pharmacy hours?

Pharmacy hours:

For refills or questions: Monday – Friday 8 am- 2 pm EST.

Call center hours for refills or questions: Monday – Friday 8 am-8pm EST.
Saturday – Sunday 8 am-5pm EST.

On-call pharmacist: 24 hours a day, 7 days a week

In case of a medical emergency, please call 911.

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

Refer to the CMS 10147 form which can be downloaded at :
<http://www.bioplusrx.com/files/CMSBeneficiaryPharmacyNotice.pdf>

How do I order a refill?

Each month you will receive a call from MedScripts Medical Pharmacy to refill your medication. This call will occur one week prior to you running out of medication. Our Patient Care Coordinators will try to contact you at all phone numbers you have provided to us.

If you have not received a call from MedScripts you or an authorized representative may call us and place your refill order at 866-840-4067.

Will my refills be automatically sent to me?

No, a Patient Care Coordinator will need to speak with you or an authorized representative each month, and ask you a short series of questions for the Pharmacist to review. During this call you will confirm the day you would like to receive your medication. MedScripts can deliver your order to your home, office, or designated destination.

How can I track my shipment?

If you provide us with your current email, we can send you a shipment tracking number. You may also contact our pharmacy for shipping inquiries.

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

You or, anyone 18 years of age or older may sign for your package. If you are not going to be home and would like the carrier to leave your medication at your door we can enclose a delivery ticket with a self-addressed envelope for you to sign and return to us as proof of delivery. Proof of delivery is required by your insurance.

How do I pay for my medication?

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

Who delivers my medications?

All deliveries will be sent by Federal Express.

What do I need to do 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 MedScripts as soon as possible to provide the new information to one of our Patient Care Coordinators. MedScripts will verify the new information in order to update your account.

What do I do if I have a question about my bill?

If you have a question about your bill, please contact the pharmacy at 800-628-6965 and speak with the Reimbursement Team.

What do I do if I have a loss of medication? Examples: an injection doesn't work properly.

Please call MedScripts to advise us and to possibly speak to one of our Pharmacists. Many medications can be replaced through the manufacturer. After speaking with you we can assess your individual situation for the best resolution.

What happens if MedScripts cannot fill my prescription?

MedScripts will determine which pharmacy can fill your prescription and will contact you with the pharmacy name and phone number. MedScripts will also notify your physician and will transfer your prescription to the new pharmacy if that pharmacy allows prescription transfers.

What happens if there is a delay receiving my order?

MedScripts will contact you if your order is going to be delayed. At that time we will let you know the reason for the delay and discuss a resolution. If you have a concern, you may call the pharmacy at **866-840-4067**.

What happens if my medication is recalled by the manufacturer?

MedScripts 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 our pharmacy team at **866-840-4067**.

What do I do if I have a question about my medication or I think my medication is effecting 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 our pharmacy team at **866-840-4067**.

Thank you for choosing MedScripts!