



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

## Patient 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 and you'll be invited to check us out at <https://medscriptsrx.com> Please spend time there to learn what to expect during your treatment. This website is where you can sign consent forms and find a copy of new patient paperwork. You will also read about the importance of working together for the best health outcomes.

### What are the Pharmacy hours?

<b>Pharmacy hours:</b>	Monday – Friday 8 am- 5 pm ET
<b>Call center hours for refills or questions:</b>	Monday – Friday 8 am-8 pm ET Saturday – Sunday 8 am-5 pm ET
<b>On-call pharmacist:</b>	24 hours a day, 7 days a week

**In case of a medical emergency, please call 911.**

### What is the Patient Management Program?

The Patient Management Program is a program designed by our team of pharmacists and nurses. This program is how we work as a team with you and your physician for your best treatment outcomes. With teamwork, we can better manage your treatment and work through any side effects.

### 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 appointment. 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 help improve outcomes and reduce or control 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 prescriber.

## How do I contact the Patient Management Program team?

You may reach the Patient Management Program Customer Service line at 800-628-2965 x 4602.

## 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 you can find at the website listed below:

<https://www.cms.gov/Outreach-and-Education/Outreach/Partnerships/downloads/yourrightsfactsheet.pdf>

## How do I order a refill?

Expect a call from the pharmacy each month to refill your medication. We will call you about a week before you'll run out of medication. Our Patient Care Coordinators will try all of the phone numbers we have for you.

**If you have not received a call from the pharmacy 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 your authorized representative) each month before your refill. We'll ask you a few questions for the Pharmacist to review. During this refill call, we'll also check which day you'd like your refill to arrive. The pharmacy can deliver your medication to your home, office, or designated destination.

## How can I track my shipment?

We can send a shipment tracking number to your email address. You can also contact our pharmacy for shipping questions.

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

Most insurance plans **REQUIRE** that you (or anyone 18 years of age or older) sign for your package. If you are not going to be home, we can have the package delivered to your work or another convenient location. If you would like FedEx to just drop your medication at your door, then ask for a delivery ticket with a self-addressed envelope. **The pharmacy must receive a signature for every medication as proof of delivery.**

## Who delivers my medications?

All medication deliveries are sent by FedEx.

## How do I pay for my medication?

During our first phone call with you, we'll let you know about your medication coverage, pharmacy network participation, and any amount due (copayment, deductibles/co-insurance, or self-pay pricing).

Each time you fill your medication, and before your medication is shipped to you, we will collect any amount due. We accept all major credit cards, as well as electronic checks.

### **What do I need to do if my insurance changes?**

Call the pharmacy **immediately** if your insurance changes, is updated, or if you receive a new ID card. Let one of our Patient Care Coordinators know the new insurance information. We will verify the information and update your account.

### **What if I have a question about my bill?**

For billing questions, contact the pharmacy at 800-628-6965 and dial extension 4910 for the Reimbursement Team.

### **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, 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 your symptoms are dangerous or life-threatening, call 911 immediately. All potential adverse effects or drug reactions should be reported to your physician and pharmacy. Contact your pharmacy team at **866-840-4067**.

### **What happens if MedScripts cannot fill my prescription?**

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

### **What happens if there is a delay in receiving my order?**

We will contact you if your order is 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 any concerns, call the pharmacy at **866-840-4067**.

### **What happens if my medication is recalled by the manufacturer?**

We will contact you if your order is delayed. We will let you know the reason for the delay and discuss a resolution. If you have any concerns, call the pharmacy at **866-840-4067**.

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

Please contact our pharmacy team at **866-840-4067**.

**Thank you for choosing MedScripts!**