

Rochester Health Mart Pharmacy

176 Virginia Ave Third Floor

Rochester Pa, 15074

T: 1-888-498-5438 1-(724)-987-6085

F: 1-(724)-987-6084

Frequently Asked Questions

How do I contact you (questions, concerns, complaints, or error reporting)?

- Please call or visit us if you have any questions or concerns concerning order status, copay amount, claims submissions, benefit coverage, complaints, concerns, or error reporting. If you have any adverse effects to the medication you were given, please contact your prescribing physician or your pharmacist.

Rochester Health Mart Pharmacy: Available 24 hours a day/7 days a week including holidays

Phone: 1-888-498-5438, 724-987-6085 and Fax: 724-987-6084 or Email: pharmacist@memawinc.com

- Or visit us on the web at <https://www.rochesterhealthmartpharmacy.com>
 - If patients feel the need to complain about any employee, outcome, issue, etc. they may do so on our website listed above (can also navigate to www.memawrx.com).
 - Once on our website patients can navigate to the drop-down menu titled 'Resources' and in this drop down is an easy to use form titled 'Patient Complaint Form'.
 - This form goes directly to our Director of Pharmacy, who will review the complaint and address the issue appropriately. The patient should get a response/resolution within the 14-business day window.
- Or visit us in person during normal business hours and at the address listed below
- You may also text us directly at the pharmacy at 724-286-7425. This number will go directly to PioneerRX and any one of our technicians or pharmacists will help you directly.
- If you feel the issue should go directly to one of our accrediting bodies, their contact information will be listed as follows:
 - Accreditation Committee for Health Care (ACHC) at 855-937-2242
 - Utilization Review Accreditation Committee (URAC) at 202-326-3941

When is Rochester Health Mart Pharmacy Open?

- A Rochester Health Mart Pharmacy employee is available to answer any questions you may have either during normal business hours or through 24-hour Pharmacist-on-Call support.
- Business Hours of Operation:
 - Rochester Health Mart Pharmacy



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Monday through Thursday 8am to 7pm EST

Friday 8am to 5pm EST

- A Pharmacist-on-Call is available 24 hours a day/7 days a week for any question you may have. Pharmacists are available for emergency and clinical situations such as side effects and medication assistance as well as complaint resolution. They also have access to all pharmacy systems and can answer any questions regarding orders and copay status, claims submissions and benefit coverage. In addition, Pharmacists have access to Rochester Health Mart Pharmacy facility if a patient need would require support from the systems and/or prescription fulfillment process.
 - Any situation provided by patient, client, caregiver, etc. that would include an urgent matter such as abuse, self-harm, recalls, or fraudulent activity shall be escalated to a member of senior management.

How do I order a new prescription?

- Your prescriber must send a valid prescription to our pharmacy via their preferred means. When a valid prescription is on file, you may call into our pharmacy to place your order and setup a shipment during regular business hours.
- During business hours, you can call the pharmacy to speak with a staff member or follow the prompts to request your refill by leaving a voicemail with all pertinent information as requested in the message.
- After hours, you can follow the prompts to request a refill by leaving a message for the pharmacy staff requesting medication refill. ***Please include in your message medication name, your first and last name, address, date of birth, daytime phone number, and additional requested information per the voicemail recording.***
- Your doctor can phone in, e-prescribe or fax a new prescription to us. Please note, certain controlled substance medications cannot be faxed, the paper copy of these prescriptions must be sent to the pharmacy.
- Your prescription may be filled with a generic equivalent substitution based on state law, equivalency rating and in accordance with company policy. Please ask a pharmacist if you have any questions or concerns.
- Your insurance may have plan limitations, (Lost medication, quantity limits, vacation overrides)



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- o In the event that plan limitations effect the filling of your medication Rochester Health Mart Pharmacy will collaborate with you prescriber and insurance to locate access to your medication or alternative medication.
- o You will be updated by your patient care coordinator during this process.
- In the event Rochester Health Mart Pharmacy is unable to gain access to the medication prescribed (shortage, limited drug distribution), the PIC will consult with the prescriber to find alternatives. If no alternatives are available then Rochester Health Mart Pharmacy will transfer the prescription to a Pharmacy that has access to the medication.

How long does it take to receive my prescription?

- Our standard processing time at Rochester Health Mart Pharmacy is normally less than 24 hours. This does not include delivery time. If processing time is delayed longer than 24 hours, we will contact you to notify you of your options so you don't go without medication.
- A Rochester Health Mart Pharmacy employee will immediately let you know if there are any issues that may delay fulfillment such as prior authorizations or quantity limits imposed by your insurance company. Rochester Health Mart Pharmacy employees will work with you and your physician to try and get any Prior Authorizations completed as quickly as possible. If your insurance company will not allow a quantity override due to unforeseen circumstances, a Rochester Health Mart Pharmacy employee will help determine the best way to get the medication you require.
- During patient initial assessment and reassessment, pharmacy staff will provide patient with estimated delivery date. The patients will have the opportunity to call the pharmacy at any time to request an update on shipment status, delivery date, or tracking number.
- Medications are sent via FedEx and USPS. Priority Overnight is available or required for some medications.
- Prescriptions are shipped Monday through Friday for next day delivery, and if permitted by the delivery zip code. Medication delivery is a complimentary service at no additional charge to you.
- Some medications will require your signature for delivery. A Rochester Health Mart Pharmacy staff member will coordinate with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription.

How do I refill my prescription?

- Rochester Health Mart Pharmacy will call to schedule your refill order 6 days before you should run out of medication.
- If you run out prior to Rochester Health Mart Pharmacy contacting you, or you would like to go ahead and order your refill, please contact us. Please have your prescription number(s) available to place your order.



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- An automated refill option is available 24 hours a day/7 days a week. If ordering an automated refill, please also leave a message with any specific delivery instructions or request Rochester Health Mart Pharmacy staff contact you prior to medication being shipped.
- Please let a Rochester Health Mart Pharmacy employee know if you have run out of refills and would like a call to your physician to be made for a new prescription.
- Please remember to always inform Rochester Health Mart Pharmacy and the Patient Management Program of any insurance, address or health changes.
- If you need your prescription immediately, please let a Rochester Health Mart Pharmacy employee know so your order can be expedited. If you cannot wait for a shipment, you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to Rochester Health Mart Pharmacy the next time it is needed if applicable by federal and state law.
- In case of an emergency, disaster, or delay, Rochester Health Mart Pharmacy will establish a new line of communication with patients if current means of communications are not available. A team member from Rochester Health Mart Pharmacy will work to establish communications with all patients.
 - In the event of an emergency where Rochester Health Mart Pharmacy does not have access to telecommunications all calls will be transferred to the Pharmacy's cellular phone to avoid disruption in patient care.
 - In the event of an emergency where Rochester Health Mart Pharmacy's physical location is not accessible to staff or patients, patients will be directed to contact North Shore Health Mart Pharmacy. Patients are still able to use Rochester Health Mart Pharmacy's phone number to reach a Rochester Health Mart Pharmacy pharmacist.
 - If Rochester Health Mart Pharmacy is unable to fill a prescription due to an emergency, the patients' care will be transferred to North Shore Health Mart Pharmacy or another pharmacy of the patient's choice that is capable of care

How much will my prescription cost?

- Prescription cost will vary depending on your insurance.
- Benefit limitations will be addressed during your initial assessment, or reassessment call with your patient care coordinator.
- If the pharmacy is out of network resulting in higher patient costs, a patient care coordinator will discuss financial options (coupon cards, benefit programs) during your assessment or reassessment call.
- Because drug pricing can change daily, a final determination of your co-pay cost cannot be made until your claim is processed. You may also call the Member



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- Services phone number on your prescription insurance card to get the most current information.
- If you are unable to afford the out-of-pocket cost for your prescription, Rochester Health Mart Pharmacy will work to identify co-pay card assistance, patient assistant programs, or other support and/or charitable organizations if applicable by federal and state law.
- The cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication that the physician prescribes. Please be sure to advise your physician to prescribe for the maximum amount/days' supply allowable by your insurance coverage (days allowed may vary by plan).
- If you have Medicare Part D drug coverage, the cost of your prescription will change significantly as you meet your deductible and initial co-pay, progress through the "donut hole" and reach total out-of-pocket expense. Pharmacy staff can assist you in determining and understanding your options

How can I pay for my prescription order?

- Rochester Health Mart Pharmacy accepts all major credit cards, check, or money orders. If mailing payment, please do not mail cash.

How can a prescription be transferred?

- Rochester Health Mart Pharmacy shall transfer a prescription when allowed by state and federal law upon request by the patient. To transfer a prescription, patients may call Rochester Health Mart Pharmacy and speak with a pharmacist to submit the request. A pharmacist is available 24/7 to accept this request.
- If a patient requests a prescription be transferred, a pharmacist at Rochester Health Mart Pharmacy will transfer the prescription the same business day as the request or as soon as the transferring pharmacy is open for business.
- If the transferring pharmacy is unable to accept the transfer from Rochester Health Mart Pharmacy, a pharmacist shall inform the patient immediately.
- Rochester Health Mart Pharmacy may need to transfer a prescription if the Pharmacy is unable to fill your prescription. A pharmacist will call the patient the same day and discuss options on where to transfer care based upon availability of product and ability to fill. The pharmacist shall then transfer the prescription after consulting the patient and prescriber.

How can I safely dispose of my medications?

- Visit the website below to view a list of medications that can safely be flushed down the toilet or see the handouts given in the welcome packet:
- <http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm>



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- If your medication is not on this list, please see the handout included in your Welcome Packet on how to properly dispose of your unwanted or expired medications.
- You will be notified by a Rochester Health Mart Pharmacy employee if there is a recall on your medication and given instructions on what to do.

What is the Patient Management Program?

- The Patient Management Program is included at no cost to you and you are automatically enrolled as a patient of Rochester Health Mart Pharmacy. You may opt out at any time by contacting Rochester Health Mart Pharmacy to inform us of your decision.
- Rochester Health Mart Pharmacy utilizes Patient Health Flow while providing care for patients.
- Pharmacists shall provide and record clinical information, medication education, Quality of life measurement, patient satisfaction upon initial assessment and during reassessments.
- The potential health benefits of this program include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and when coordination of care with your physician is necessary, your pharmacist will have all the information needed to help make informed decisions regarding what is best for you as the patient.
- The potential limitations of this program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication and willing to discuss the details of your disease, medical history and current practices with your pharmacist so he/she can have a full understanding of the situation.
- Please let your physician know you are a patient of Rochester Health Mart Pharmacy and are enrolled in their Patient Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.
- To contact the Patient Management Program, please call Rochester Health Mart Pharmacy toll free (888)-498-5438.
- Pharmacists will work with you on any problems, concerns or questions you may have regarding your medication therapy.
- Issues discussed include disease overview, interventions, diagnosis, medication, dose, dose frequency, interactions, side effects, adverse drug reactions, resolving adverse drug reactions if applicable, physical assessments and coordination of care with your physician when appropriate, etc.