

SAINT FRANCIS HEALTHCARE SYSTEM **Employee Pharmacy Benefit**

Effective January 2018, all employees and dependents using Saint Francis prescription insurance must fill their medications at a Saint Francis-owned pharmacy.

Maintenance medications must move to a Saint Francis pharmacy after the second fill and specialty medications must be filled at the Healing Arts & Specialty Pharmacy beginning with the first fill in 2018.

Request a refill at all three pharmacies by phone or in person, or online for Healing Arts & Specialty Pharmacy only at www.sfmco.net/rxonline or with the Rx2Go app on your mobile device.

Healing Arts & Specialty

Pharmacy

Healing Arts – Entrance 2
3250 Gordonville Road, Ste. 101
Cape Girardeau, MO 63703
573-339-0999
Monday-Friday, 9 am-7 pm
Saturday, 9 am-2 pm

Pharmacy Plus

Fitness Plus – Entrance 8
150 S. Mount Auburn Road
Cape Girardeau, MO 63703
573-331-5555
Monday-Friday 9:30 am-6 pm

Kneibert Clinic Pharmacy

686 Lester St.
Poplar Bluff, MO
573-778-7190
Monday-Friday, 8 am-6 pm
Saturday, 8:30 am-Noon

FREQUENTLY ASKED QUESTIONS

General Dispensing

How do I enroll in mail service for my prescriptions?

Mail service is offered for employees who need the convenience of having their prescriptions delivered to their homes. Please call a pharmacy representative to see if this option is right for you. Mail service is offered at Healing Arts & Specialty Pharmacy in Cape Girardeau and Kneibert Clinic Pharmacy in Poplar Bluff.

Each patient or person who will be using the pharmacy mail option must call or come in to complete enrollment and set up this option. Prescriptions will not be mailed until the patient is registered. Please note, **controlled substances cannot be mailed out and must be picked up at the pharmacy.** If this option will not work for you, please speak to a pharmacy representative.

How can pharmacy receive a prescription?

Existing prescriptions, excluding controlled substances (like pain medications and ADHD medications), can be transferred to our pharmacies, electronically sent or faxed from your provider. Please ask your provider to send 90-day supply to save you money on your copay.

Does the pharmacy dispense specialty drug products?

Only the Healing Arts & Specialty Pharmacy dispenses specialty drug products; however, some specialty drug products are available only through Accredo Pharmacy. Our pharmacy can help guide you through the process if it is necessary for Accredo Pharmacy to fill your prescription.

Do you fill over the counter (OTC) medications?

Yes, we will fill OTC medications as long as a prescription for the OTC medication has been written by the patient's prescriber and the medication is covered under the patient's prescription benefit.

Will the pharmacy automatically fill a new prescription once it is received?

Yes, if we receive a new prescription either from a patient or a prescriber, it is assumed that the prescription is needed and will be filled *unless* the patient or prescriber notes that they want the medication put on hold.

Can a patient speak with a pharmacist for consultation regarding mail service/specialty prescriptions? What are the hours of availability?

Yes, pharmacists are available for consultation or patient call back regarding mail service and specialty prescriptions during Healing Arts & Specialty Pharmacy operation hours: Monday-Friday, 9 am-7 pm, and Saturday, 9 am-2 pm.

Can a patient cancel a prescription order once it has been placed?

Yes, an order can be cancelled if the prescription has not yet been dispensed or picked up. If the order has been dispensed and mailed, the order cannot be cancelled and will be shipped to the patient.

Will you notify me when my copay is more than a set dollar amount prior to shipping?

Yes, auto refill patients are notified when copayment in excess of \$125 per prescription is due (not accumulative for a prescription order) and before shipment is made. Prescriptions are held until the patient approves the copay amount.

How would you would notify a patient if a drug is in limited supply or temporarily unavailable from the manufacturer?

We will contact the patient and prescriber as soon as it becomes known that a drug is in limited supply or is temporarily unavailable from the manufacturer and will work with the patient to find a solution that will best accommodate their needs.

What can a patient do if a discrepancy with a prescription order is found?

We recommend that patients carefully check all of their prescriptions upon receipt. Any discrepancies need to be reported within seven days by calling us and speaking to the pharmacy manager or pharmacist on duty.

Payment

What forms of payment are accepted?

We accept VISA, MasterCard, American Express, Discover, personal check or HSA/FSA cards. We also accept payroll deduction in person at Healing Arts & Specialty Pharmacy and Pharmacy Plus in Cape Girardeau.

Medication Substitution/Quantity

Will you automatically substitute generic medications?

Yes, we will automatically dispense generic medications when there is an AB rated generic available, unless noted by the prescriber or patient, or restricted by federal or state law.

Will you change the day's supply of my prescription?

We will attempt to dispense a 90-day supply whenever possible. For example, if your prescription is written for 30 days with two refills, we will attempt to fill a 90-day supply as allowed by law. If we cannot obtain approval for a 90-day supply, we will dispense a 30-day supply to meet that patient's needs.

We recommend that in order to save time, that the patient review their prescription while at his/her physician's office, including the drug name, quantity and day supply. *For cost savings, the supply should be for 90 days.*

Mail Service/Shipping

How much time should be allowed for a medication order to ship to my home?

We recommend allowing two weeks from the time a prescription order is placed or mailed to us to the time the medication is received by the patient. While most medications are shipped within 48 hours from the time the prescription is received, this time frame allows for shipping time as well as any unforeseen issues that may arise with the prescription. Example: if pharmacy has to call your provider because your prescription is out of refills.

How are medications shipped?

Medications are shipped via common courier as a standard unless the manufacturer, pharmacy regulations or our policy require upgraded shipping. We cannot ship refrigerated products to PO Boxes.

Will you automatically ship medication refills?

No, we will not automatically ship medication refills to patients unless you opt into the auto refill service. Patients who enroll in the auto refill service are required to notify us if they wish to discontinue the service for any reason, including change in therapy per their prescriber. Example: if your prescriber stops a blood pressure medication, you must inform the pharmacy to stop this medication in your auto refill list.

What can I do if I run out of medication and am waiting to receive my prescription in the mail?

We recommend allowing two weeks from the time a prescription order is placed or mailed into our pharmacy to the time the medication is received by the patient.

How does the pharmacy handle emergencies or requests for expedited delivery?

We offer expedited delivery at a cost, paid for by the patient. Expedited shipping requires a physical shipping address as the carriers will not ship to PO Boxes.

How do you ship medications that must be refrigerated or must be sent expedited delivery per the manufacturer? Is there a cost for these services?

We ship all medications according to the manufacturer guidelines at no cost. Medications that require refrigeration are shipped in a cooler on ice at no charge. Medications that are required to be shipped on ice are shipped Monday through Friday only.

How do you handle instances where a patient sends in multiple medications with different refill dates?

If all of the prescriptions in the order can be filled within 48 hours, they will be shipped together. If the medications cannot all be filled within 48 hours, the medications will be split and those that can be filled immediately will be shipped. The remaining prescriptions will be tracked and dispensed as soon as they are eligible to be filled. If the prescription cannot be filled, the patient will be contacted and the prescription will be placed on hold in the system.

What can I do if my medication is lost or damaged in the shipping process?

If a medication is lost in the shipping process, the patient needs to report the incident to our pharmacy. We will contact the courier for review and tracking. Lost shipments are evaluated on a case-by-case basis. Most of the time, a medication reported as lost will eventually arrive to the patient. In the rare instance that it does not, another medication may be shipped. If a medication is damaged in the shipping process, the patient needs to report the incident to us immediately. Damaged medications will be handled on a case-by-case basis.

How are patients notified when a mail service prescription is delayed due to inaccurate or missing information from the prescriber?

We will make two attempts to notify the prescriber of the missing or inaccurate information. If the prescriber cannot be reached in 72 hours or three business days, a call will be placed to the patient to explain the situation. When a prescriber cannot be contacted, we cannot lawfully or ethically dispense a medication until the missing information can be resolved. The prescription will be held until clarification with the prescriber can be made.

Special Circumstances/Exceptions

Controlled Substances

Anthem BCBS gives Saint Francis permission to override the filling requirement at pharmacies other than Saint Francis pharmacies in certain instances for controlled substance prescriptions. Once approved, the override is in effect for the calendar year. Some examples of potential circumstances that could be approved for override are:

- Prescription is for a dependent living in another state
- Prescription requires a tightly controlled schedule
- Agreement with a pain management provider and pharmacy

The override must be approved by Anthem BCBS, so please inform the retail pharmacy staff of your special circumstances so eligibility for an override may be determined and necessary steps taken for approval.

Compounded Medications

Anthem BCBS gives Saint Francis permission to override the filling requirement at pharmacies other than Saint Francis pharmacies in certain instances for compounded prescriptions. Please let our staff know so that eligibility for an override can be determined.