Froedtert & the Medical College of Wisconsin

Frequently Asked Questions

How do I contact you?
- Please contact a Froedtert & the Medical College of Wisconsin (F&MCW) 87th Street Pharmacy Team, a pharmacist or pharmacy technician via the phone, email or visit us on the web if you have any questions or concerns concerning order status, copay amount, claims submissions and benefit coverage. If you have any adverse effects to the medication you were given, please contact your prescribing Physician or your Pharmacist.
  - Phone Number: (414) 805-6500
  - Fax Number: (414) 805-6513
  - Email: mailorder@froedtert.com
  - Visit us on the web at www.froedtert.com

When is F&MCW 87th Street Pharmacy Open?
- A F&MCW 87th Street Pharmacy employee is available to answer any questions you may have.
- Hours of Operation:
  
  F&MCW 87th Street Pharmacy
  9200 W. Wisconsin Ave, Suite 100E
  Milwaukee, WI 53226
  Monday through Friday 8:30am to 6:00pm CST

- After Hours
  F&MCW Patient Access Services
  Phone Number: (414) 805-3666

- 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 the electronic health record and outpatient pharmacy systems to answer any questions regarding order and copay status, claims submissions and benefit coverage.

How do I enroll into the Mail Order / Medication Management Program?
- Patients can enroll into the Mail Order / Medication Management Program by completing an electronic enrollment form available on www.froedtert.com or by completing a paper enrollment form and hand-delivering or mailing it to F&MCW 87th Street Pharmacy.

How do I order a new prescription?
- Your prescriber must send a valid prescription to our pharmacy. The F&MCW 87th Street Pharmacy accepts prescriptions via electronic, telephone, facsimile and mail transmission.
- When you are enrolled in the program and a valid prescription is on file, you may email (mailorder@froedtert.com) or call the F&MCW 87th Street 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.
After hours you can leave a message for the pharmacy staff requesting medication refill. Please include your first and last name, shipping address, date of birth, medication name, strength and prescription number, daytime phone number, and any additional information per the voicemail recording.

- Your doctor can send a new prescription to us via electronic, telephone, facsimile and mail transmission. Please note, controlled substance medications may be requested only through the paper hard copy of these prescriptions obtained by the pharmacy prior to a dispense.
- 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.
- A F&MCW pharmacy employee will let you know if F&MCW 87th Street Pharmacy is unable to fulfill the medication request. Suggestions and guidance on where the medication may be available will be given upon request.

**How long does it take to receive my prescription?**

- Once you have ordered your prescription from the F&MCW 87th Street Pharmacy, it takes approximately 24 business hours to process and your medication will be delivered within 5 business days.
- Our standard processing time at F&MCW 87th Street 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.
- An F&MCW 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. F&MCW 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 F&MCW pharmacy employee will help determine the best way to get the medication you require.
- Medications are delivered by UPS. Priority delivery options are available or required for some medications.
- Prescriptions are shipped Monday through Thursday for next day delivery as a complimentary service at no charge to you. Medications shipped on Friday will be delivered either next day or on Monday.
- Some medications will require your signature for delivery. A F&MCW pharmacy staff member will inform you of this requirement before the medication is sent for delivery.

**How do I refill my prescription?**

- F&MCW 87th Street Pharmacy will call all patients enrolled in the Medication Management Program to schedule your refill order approximately a week before you should run out of medication.
- If you run out prior to F&MCW Pharmacy contacting you, have a new prescription, or you would like to order your refill, please contact the F&MCW 87th Street Pharmacy. Please have your prescription number(s) available to place your order.
- Please let a F&MCW pharmacy employee know if you have run out of refills and would like our team to contact your physician to request a new prescription.
- Please remember to always inform F&MCW 87th Street Pharmacy and the Medication Management Program of any insurance, address or health changes.
- If you need your prescription immediately, please let an F&MCW 87th Street 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 F&MCW Pharmacy the next time it is needed.

How much will my prescription cost?
- Prescription cost will vary depending on the medication and your insurance plan.
- Because drug pricing changes often, a final determination of your co-pay cost cannot be made until your claim is processed. You may also call the Member 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, a F&MCW 87th Street Pharmacy team member will work to identify co-pay card assistance, patient assistant programs, or other support and/or charitable organizations. There will be information regarding Patient Assistance on the website.
- 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 or 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 Technicians can assist you in determining and understanding your options. Visit our website to learn more about these services.

How can I pay for my prescription order?
- F&MCW 87th Street Pharmacy accepts all major credit cards as payment for medications being delivered.
- Payment must be collected prior to the distribution of the medication order.

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](http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm)
- 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 F&MCW pharmacy employee if there is a recall on your medication and given instructions on what to do.

What is the Medication Management Program?
- The Medication Management Program is included at no cost to you upon enrollment with F&MCW 87th Street Pharmacy. You may opt out at any time.
- Pharmacists will work with you on any problems, concerns or questions you may have regarding your medication therapy. Issues discussed include disease overview, medication, dose, dose frequency, interactions, side effects, physical assessments and coordination of care with your physician when appropriate, etc.
- 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 provider 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 provider know if you are a patient of F&MCW 87th Street Pharmacy and are enrolled in their Medication Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.

• To enroll in the Medication Management Program, please contact the team at (414) 805-6500, Email: mailorder@froedtert.com, or go to our website at www.froedtert.com