

# Frequently Asked Questions

## **1. Do you accept my prescription insurance?**

Yes, we accept and are able to fill prescription(s) from nearly ALL insurance plans. In the rare situation that we are unable to fill your prescription(s), we will contact you and help facilitate establishing care with the most appropriate pharmacy for you.

## **2. What will occur if there is an issue with processing, billing or delivering/dispensing the requested medication(s) as requested?**

We will always call you at your preferred contact phone number and discuss any pertinent changes that would impact how or when you receive your medications: delayed order; insurance issue; high cost; therapeutic interchange; insurance mandated change from brand to generic; limitations such as day supply limitation or concerns about refilling too soon; product not in stock; or inaccessibility to dispense the medication. If we don't reach you the first time, we will leave a voicemail asking you to call us back and recall you within two business days. Based on the follow up conversation and your guidance, we will help navigate the issue on your behalf accordingly. If you have a question for us, please do not hesitate to call us (414-805-5690) to discuss and determine next steps.

## **3. What do I do in the event of a natural disaster or emergency?**

During an emergency, if you are not proactively contacted by a Froedtert & MCW pharmacy representative and are in need of supplies or medications, please contact us at 414-805-5690 or through the Froedtert & MCW Access Call Center (414-808-3666) and ask to be connected with the Medication Management Home Delivery Pharmacy.

## **4. Will the monthly costs of my medications be the same as my last pharmacy?**

Yes, for insured patients, monthly costs should remain the same unless your prescription insurance participates in a "preferred pharmacy network" that does NOT include our pharmacy or you currently participate in a pharmacy specific discount program. Contact your insurance for specific details.

## **5. How do I transfer my prescriptions to Froedtert?**

Contact the Froedtert & MCW pharmacy team at **414-805-5690** or email us at [homedelivery@froedtert.com](mailto:homedelivery@froedtert.com) to get help with transferring your prescriptions.

## **6. Can you fill a prescription from any prescriber in any healthcare system?**

Yes, we are able to fill a valid and legal prescription from any prescriber in any U.S. health care system.

## **7. Where should my prescriber send any future prescriptions?**

Please advise your prescribers to either e-prescribe new prescriptions to the Froedtert 87th Street (Specialty) Pharmacy, fax prescriptions to 414-805-6513, or call the Medication Management Team at 414-805-5690.

**8. How long will it take to receive my medications?**

We request five business days to process and deliver your medications. In urgent situations, please call 414-805-5690 and we can discuss available options for you to procure your prescription.

**9. Do I have to return any of the shipping materials that came with my prescription medications?**

No, you can appropriately dispose of all materials and nothing needs to be returned.

**10. Can I order over-the-counter items?**

Yes, we are able to include over-the-counter medications in your shipment but they must accompany a prescription drug. We are NOT able to send shipments for ONLY over-the-counter medications. If you need an item please inform the pharmacy team during your monthly phone call.

**11. Will I be notified if there is a change in shape or color of my medication?**

Yes, we will include a red paper notification in your order that clearly indicates which one of your medications may appear different from what was previously filled.

**12. Can I synchronize my medications to minimize shipments?**

Yes, it is our goal to minimize the number of shipments you receive each month. We also synchronize as many medication refills as possible.

**13. Can I pick up a prescription at a local Froedtert & MCW pharmacy (i.e. antibiotic or other urgent medications)?**

Yes, there are 13 Froedtert & MCW pharmacies in the health network including five pharmacies on the Froedtert Hospital campus. In urgent situations, please call 414-805-5690 and we can discuss available options for you to pick up your prescription.

**14. How will I be notified if my shipment is going to be delayed?**

If we are made aware by our external courier that your order is not going to arrive on the day originally communicated, we will proactively reach out via telephone. We will discuss if the delay is clinically appropriate (i.e. can you wait to receive the order the following business day) and if not, we will attempt to facilitate picking up the medication from one of our retail pharmacy locations or reshipping the product sooner.

**15. What else is important that I need to know?**

- If we attempt to contact you and have to leave a message, it is important that you return our phone call to ensure an on-time delivery of your medication(s). We will NOT ship an order without confirming with you and we are UNABLE to ship an order with any payment issues, as full payment must be processed prior to shipping.
- If we have to utilize a different manufacturer (same medication) to fulfill your order we will include a bright red sheet in your order that alerts you to the fact that your medication may appear different (pill color or size) but is the same medication.
- If we ever need to transfer a prescription to another pharmacy due to insurance limitations, we will facilitate ensuring that process is completed (as long as we have an active prescription in our records) and the prescription arrives at the appropriate location.
- If there is ever a drug recall that you are impacted by directly that requires us to replace product you have already received, we will proactively notify you via phone.

## 16. If I have a question, how do I contact the specialty pharmacy team?

Contact the specialty pharmacy team with questions about any of the following:

- Clinical questions (e.g. how to address adverse drug reactions)
- Order status
- How to contact available consumer advocacy support resources
- Options to opt out
- Reorder my prescriptions (please try to request orders three to five days ahead of time)
- Prescription text messaging alerts
- Reporting a product safety issue
- Needing support or clarification on refilling a medication limited by benefit design
- Drug recall clarifications
- Available drug substitution protocols and evidence-based health

Messages will be returned within one business day.

Included in your welcome kit is a magnet with contact information for the specialty pharmacy.

**Phone:** 414-805-5690

**Email:** [homedelivery@froedtert.com](mailto:homedelivery@froedtert.com)

**Hours:** Monday-Friday, 6:30 a.m.-6:30p.m. CST

**Website:** [www.froedtert.com/specialty-pharmacy](http://www.froedtert.com/specialty-pharmacy)

**Urgent Question**

**(After Hours):** Call 414-805-3666 and ask to page the Medication Management Pharmacist

## 17. How should I dispose of unused medications or recalled medications?

Please visit [www.deadiversion.usdoj.gov/drug\\_disposal/takeback/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html) to learn more about National Take Back Day in your area where you can take unused medications.