



# Mail Order at D-H Pharmacy




# What is the Mail Order Program at D-H?

- The mail order program is a service enabling our patients to receive their prescription medications via FedEx or USPS
- In order to receive prescriptions in the mail from the D-H Pharmacy, a patient must enroll in our auto-ship program.

# What is Auto-ship?

- In response to patient feedback, the pharmacy will automatically ship prescription refills (with copays less than \$500.00) to patients utilizing the Mail Order program.
  - Automatically shipping prescriptions allows for avoidance of multiple pharmacy initiated calls and faster mail delivery times
- Information required at sign up
  - Medication(s) to be shipped
  - Credit card information
  - Preferred mail delivery carrier (USPS, FedEx)
  - Mailing address
- Prescriptions will continue to be delivered as long as there are no changes to the aforementioned items.  
**NOTE: Patients must initiate all fill requests.**
- In order to avoid delays in shipping, you should contact the pharmacy when there is a change in...
  - Credit card information
  - Mailing address
  - Preferred method of delivery
- If the insurance plan allows, a patient may opt out of the mail order program at any time



# What Items are Eligible to be Mailed?

- Almost every prescription processed at the D-H Main Pharmacy is eligible for mail order service except...
  - Prescriptions for pets
  - Blood glucose testing supplies that are billed through Medicare part B (Restricted by CMS)
  - Medications that can be found over the counter that are not covered by the patient's insurance



# When Will Prescription(s) be Received in the Mail?

- Every effort will be made to ensure prescriptions are mailed the next business day once filled.
  - Possible delays
    - New prescription requiring a pharmacist consult
    - Extreme Weather
    - Outdated patient information (credit card, address, etc)
- Typically your package will arrive within 2-3 days once it leaves the facility.

# What to Expect:

- The D-H Pharmacy is able to mail to the following states:

AZ	CO	CT	FL	GA	ME
MA	NH	NY	PA	VT	

- The D-H Pharmacy utilizes USPS and FedEx to deliver prescriptions.
- Temperature Sensitive Medications (refrigerated prescriptions) are sent via FedEx Priority Overnight in an insulated cooler. There is a guaranteed delivery time of 24-48 hours (unless bad weather or unlikely circumstance with delivery truck).
- All remaining prescriptions are sent via FedEx Ground or USPS Priority Mail.



# What to Expect:

- There is no additional fee to receive your packages through our mail order program. Typically, you are only responsible for the prescription co-pay.
- Exceptions:
  - If you request to receive a package via FedEx overnight, and your order is not temperature sensitive, there is a \$23 fee on top of your co-pay.
  - If you requests to sign for your package and it is not a medication that would otherwise require a signature, a \$5 fee is added on top of your co-pay
- There is an adult signature required on medications billed through Medicare part B, controlled schedule 2 medications, and any Hepatitis C medication. The patient is responsible for being home to sign for these medications.
  - If the patient is unable to sign at time of delivery, the package will be returned to the facility for delivery the next day or for the patient to pickup.
  - After 3 unsuccessful delivery attempts the package will be returned to the pharmacy.



# How Does Weather Impact Mail Order?

- Any type of bad weather (snow/ice storms, hurricanes, etc.) will cause a delay in delivery.
- The D-H Pharmacy does not mail temperature sensitive medications in extreme temperatures (<28°F and >86°F) unless the patient specifically acknowledges and accepts the potential risk.
  - These orders are at risk of leaving an appropriate temperature range



# Holidays and Mail Order:

- Holidays may affect the delivery date in which you receive their package due to couriers being exceptionally busy.
- It is your responsibility to call ahead with plenty of time to account for Holidays.
- The D-H Pharmacy is closed for the following Holidays:
  - New Years Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving
  - Christmas



# Mail Order on a Friday:

- Due to being located within a hospital and having a mail center here (that works Monday-Friday), any prescriptions that get packaged after 2:30 p.m. on Fridays will stay in the facility and will not be mailed until the following Monday.
- We do not mail out refrigerated medications on Fridays unless the patient specifically requests it. It will be sent the next business day.
- To send a prescription via FedEx Priority Overnight on a Friday, the patient's address needs to be eligible for Saturday Delivery. This varies from patient to patient. It is the responsibility of the pharmacy to see if a patient is eligible for Saturday Delivery services.



# Some Important Things to Remember:

- Our auto-ship program does not mean that prescriptions will be automatically filled. The patient is fully responsible for calling in their refills.
- Once a package leaves our facility, it is then in the hands of the courier (USPS or FedEx). The pharmacy is not responsible for the package while it is in transit.
  - While this is the case, the pharmacy understands that packages do get lost in transit. We will work with you to ensure medications are received without interruption in therapy.



# Contact Information:

- D-H Pharmacy at Centerra
  - Hours
    - Pharmacy Open 24/7
  - Phone: (855) 280-3893
  - Email: [Centerra.Pharmacy@hitchcock.org](mailto:Centerra.Pharmacy@hitchcock.org)
- D-H Specialty Pharmacy
  - Hours
    - 8:00 a.m. to 4:30 p.m.
    - A licensed pharmacist is available 24 hours a day, 7 days a week.
  - Phone: (855) 280-3893
  - Email: [Specialty.Pharmacy@hitchcock.org](mailto:Specialty.Pharmacy@hitchcock.org)