Frequently Asked Questions

How do I contact you?

- Please contact us if you have any questions or concerns about order status, copay amount, claims submissions or benefits coverage.
  
  **Presbyterian Specialty Care Pharmacy**
  
  Phone: (505) 823-8800
  Fax: (505) 823-8833
  
  www.phs.org/pharmacy

- If you have any adverse effects to your medication that result in a medical emergency, call 911.

- Contact your prescribing physician or your pharmacist with any non-emergency questions about how/when to take your medication, side effects, etc.

Where is Presbyterian Specialty Care Pharmacy and when is it open?

- **Hours of operation:**
  
  **Presbyterian Specialty Care Pharmacy**
  
  5901 Harper Dr. NE
  Albuquerque, NM 87109
  
  Monday through Friday 8 a.m. to 4:30 p.m.

- An on-call pharmacist is available 24 hours a day, 7 days a week, for any non-emergency medication questions you may have. The on-call pharmacist also has access to all pharmacy systems and can answer questions regarding order and copay status, claims submissions and benefit coverage.

How do I fill a new prescription?

Your prescriber must first send a valid prescription to our pharmacy. Once a valid prescription is on file, you may call our pharmacy during business hours to place your order and arrange delivery. After hours, you can request to fill a prescription by following the phone system's automated voice prompts.

NOTE: In some limited cases, the Presbyterian Specialty Care Pharmacy may be unable to fill your prescription(s). In these cases, a pharmacist can help you understand the reasons why and help you find other pharmacies that can help.

How long will it take to receive my prescription?

- Normally, our pharmacy will have your prescription ready in less than 24 hours. This does not include delivery time. If your prescription’s processing time will be longer than 24 hours, we will contact you to notify you of your options so you don’t go without medication.

- In some cases, your insurance company may require a Prior Authorization before Presbyterian Specialty Care Pharmacy can fill your prescription. Our employees will work with you and your physician to try and get required Prior Authorizations completed as quickly as possible. We will contact you if significant delays or other issues arise during the Prior Authorization process. If this or other problems delay your prescription’s processing time, a Presbyterian Specialty Care Pharmacy employee will help you determine the best way to get the medication you require.

- We ship all medications Monday through Thursday via UPS Next Day delivery at no cost to you. Priority Overnight delivery is available (and may be required for some medications; an additional charge may apply).

- Some medications will require your signature for delivery. A Presbyterian Specialty Care Pharmacy staff member will coordinate these deliveries with you.
How do I refill my prescription?

- For standing prescriptions, Presbyterian Specialty Care Pharmacy will call to schedule your refill order a week or so before you should run out of medication.
- If you run out prior to Presbyterian Specialty Care Pharmacy contacting you, or you would like to initiate your refill order, please contact us. Please have your prescription number(s) available to place your order.
- You also can request a prescription refill by following the automated voice prompts and entering your prescription number via your phone’s keypad. This automated refill option is available 24 hours a day, 7 days a week.
- If ordering an automated refill, please also leave a voice message with the following information:
  - your medication’s name
  - your prescription number
  - your first and last name
  - your address
  - your date of birth
  - your daytime phone number
  - specific delivery instructions
  - whether you’d like a pharmacist to contact you before your refill order is processed and shipped
- Please let a Presbyterian Specialty Care Pharmacy employee know if you have run out of refills and would like us to call your physician to renew a prescription.
- Please remember to always inform Presbyterian Specialty Care Pharmacy and the Patient Management Program of any insurance, address or health changes.
- If you need your prescription immediately, please let a Presbyterian Specialty Care 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 Presbyterian Specialty Care Pharmacy the next time it is needed.

How much will my prescription cost?

- Prescription cost will vary depending on your insurance.
- Because drug pricing can change on a daily basis, 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, Presbyterian Specialty Care Pharmacy will work to identify co-pay card assistance, patient assistant programs, or other support and/or charitable organizations. Visit the Presbyterian Specialty Care Pharmacy section of our website to learn about Patient Assistance.
- 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, unless your insurance will only allow a smaller quantity. 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. Patient Care Coordinators can assist you in determining and understanding your options. Visit our website to learn more about these services.
- When permitted by law, the pharmacy may fill your prescription with an available generic equivalent that typically costs less than name-brand medications. Please talk with your pharmacist if you have any related questions or concerns.
How can I pay for my prescription order?
• Presbyterian Specialty Care Pharmacy accepts all major credit cards, check, cash, or money orders. If mailing payment, please do not mail cash.

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:
• 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 Presbyterian Specialty Care Pharmacy employee if there is a recall on your medication and given instructions on what to do.

What is the Patient Care Management Program?
• The Patient Care Management Program is included at no cost to you and you are automatically enrolled as a patient of Presbyterian Specialty Care Pharmacy. You may opt out at any time.
• Pharmacist 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 and increased medication compliance. 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 can have a full understanding of the situation.
• Please let your physician know you are a patient of Presbyterian Specialty Care Pharmacy and are enrolled in their Patient Care Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.
• To contact the Patient Care Management Program, please call Presbyterian Specialty Care Pharmacy.
• For access to consumer advocacy support, you may call to request a copy or visit our website at https://www.phs.org/pharmacy.
• Patient care management interventions may be based on literature from many sources. A list of these guidelines is available upon request.

We will work diligently with you with these goals so that you will:
1. Be fully informed in advance about services/care to be provided and have the option to inquire about philosophy and characteristics of the patient management program.
2. Be able to identify company representatives through name and job title (name badge, job title) and to speak with a pharmacist or supervisor if requested.
3. Receive upon request evidence-based practice information for clinical decisions (manufacturer package insert, published practice guidelines, peer-reviewed journals, etc.).
4. If desired, to be referred to other health care providers within an external health care system (ex. dietician, pain specialist, mental health services, etc.). Patient may also be referred back to their own prescriber for follow up.
5. Be offered assistance with any eligible internal programs that help with patient management services, manufacturer co-pay and patient-assistance programs, health plan programs (tobacco cessation programs, disease management, pain management, suicide prevention/behavioral health programs).

6. Express dissatisfaction/concerns/complaints for lack of respect, treatment or service, and to suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services. Patients or caregivers can call (505) 823-8800 and ask to speak with a pharmacist or pharmacy director.

7. Be advised of any change in the plan of service before the change is made and to receive administrative information regarding changes in or termination of the patient management program.

8. Have the option to decline participation, revoke consent or disenroll in any Presbyterian Specialty Care Pharmacy service at any point in time.

In addition to the responsibilities set out in the New Mexico Board of Pharmacy Bill of Rights, Specialty Pharmacy Patients have the responsibility to:

1. Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Presbyterian Specialty Care Pharmacy’s Patient Management Program.

2. Submit any forms necessary to participate in the program, to the extent required by law.

3. Communicate any information, concerns and/or questions related to perceived risks in your services and unexpected changes in your condition.

4. Notify pharmacy of change in prescription or insurance coverage.

5. Notify pharmacy immediately of address or telephone changes, temporary or permanent.