

# Frequently Asked Questions

## For Patients



### **How do I start the process of filling my medication at CRx Specialty Solution Pharmacy?**

To get started, your doctor can write a new prescription or you can provide us with the phone number of your previous pharmacy so we may arrange for your prescription to be transferred. After we have your prescription in-hand, a member of our team will contact you to schedule delivery of your medication.

### **How is my medication shipped?**

Typically we ship all medications through FedEx. However, if the medication is going to a PO box, it will be shipped through the United States Postal Service. We will deliver your medication in plain packaging to your home, office or any other location you prefer. Shipping is at no charge.

If your medication requires refrigeration, it will be shipped in insulated packaging that will maintain an appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the cooler box, and place it in the refrigerator.

If your package looks damaged, arrived later than you expected, or the contents do not seem to be in the correct temperature range, please contact the pharmacy.

### **How long does it take to receive my medication?**

Please allow 3-5 days for delivery for non-refrigerated medication. For packages that are shipped within Louisiana, arrival can be anticipated for the next day. Medications that require refrigeration are shipped for overnight delivery. If you need expedited delivery, please call us. You will receive tracking information by email telling you when your package is picked up from the pharmacy, in transit and delivered.

Refrigerated medications will not be shipped on Fridays or holidays, but we will work with you to make sure your medication is shipped in accordance with this policy.

### **How do I pay for my medication?**

You may be required to pay a copay for your medication. Your copay cost will depend on your insurance. We accept payments through credit and debit cards, as well as checks and money orders that can be mailed to us. Please do not mail cash.

### **How do I refill my prescription?**

Please call the pharmacy or contact us at 877-646-1716 to request a refill. A team member at the pharmacy may also contact you to schedule delivery. If you need your medication and you have not been contacted, please contact the pharmacy directly.

Each prescription label will include how many refills are left on your prescription. If your prescription label reads "No refills" in the bottom right corner, a new prescription is required to further continue your therapy. We will contact your prescriber by sending a one-time fax on the date of your last refill. A doctor may deny our refill request if they believe it is necessary for you to make an appointment with them to obtain a new prescription.

## What if I'm traveling, taking a vacation, or relocating?

If we are notified in advance, we can ship your medication to any specified location, or you may pick up your medication at a FedEx store location near you.

If you have a change of address, please let us know so that we do not ship your medication to the previous address.

## In what situations should I contact CRx Specialty Pharmacy?

- Questions or concerns about your medication
- Suspected allergy or reaction to your medication
- Change in your medication therapy
- Change in your contact information
- Change in your delivery address
- To schedule a delivery
- To receive order status
- Delayed delivery of medication