

## **Frequently Asked Questions (FAQs)**

### ***What patient service offerings can I expect from ACS Pharmacy?***

The ACS clinical Program provides you with the following:

- **Health Benefits that can include:**
  - Managing side effects
  - Increasing compliance
  - Overall improvement of health
  - Knowledge of drug therapy
  - Knowledge of disease state
- **Limitations of the program:**
  - You must be willing to follow directions
  - You must be compliant with therapy
  - You must respond to calls for refills
  - You must give accurate information
- **Patient Opt out policy:**
  - You may opt out of the ACS Program Management program upon request at any time.
  - Patient's that opt out must still comply with refill calls and the statement of patient responsibilities.

### ***What is the ACS return policy?***

"In compliance with Florida pharmacy law, we cannot accept returns of medication once it has been delivered to a patient."

*Florida Pharmacy Law Sec 64B16-28.118*

### ***How do I get refills of my drugs? Do you automatically send it to me?***

ACS does not automatically ship drugs. You should receive a call from our pharmacy when you have about one (1) week of drugs left. If you do not receive a call and you are running out of drugs, please call us toll-free at 877-985-6337 to set up a refill.

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### ***What should I do if my order is delayed?***

ACS will make every attempt to contact you if there is any delay with your drug delivery. However, if your delivery does not arrive by the end of the day as wanted, please contact us at 877-985-6337, option 1. We can track your delivery via Fed Ex or UPS.

### ***How do I get access to medication if an emergency or disaster occurs?***

Call ACS at 877-985-6337 for assistance. We are available 24/7 for all emergency needs. Also, we have included a worksheet in the back of this packet, to better prepare you in the event of an emergency.

It is very important to plan what to do to prepare for an emergency. Planning ahead involves such things as:

- Evacuation route
- Emergency Kit
- Extra water/food
- Emergency phone numbers
- Medications
- Important documents
- Care for pets, if applicable
- Have a plan for your drugs to include having a safe place to store your drugs properly

You can find more helpful information about Emergency Preparedness at [www.redcross.org](http://www.redcross.org).

### ***Will ACS ever exchange my drugs for a generic?***

ACS adheres to Florida Statute 465.025 "Substitution of drugs" and will dispense the less expensive generically equivalent product when available except in the following conditions:

- Prescription has "DAW" or dispense as written indicated on it
- Prescription has Medically Necessary written on it
- Patient or prescriber request brand be dispensed
- Electronic prescriptions where the prescriber has made an "overt act" indicating the brand name drug is medically necessary

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### ***What should I do if my medication is recalled?***

If you are affected by a drug recall, ACS will contact you and your doctor with instructions on how to return and replace your drug.

### ***What should I do if my insurance or drug changes?***

If your insurance or drug changes, please call us toll-free at 877-985-6337 so we can confirm your benefits and ensure that your insurance covers your drug(s).

### ***My phone number and/or address changed. Who should I notify?***

If at any time your contact information changes, please contact ACS toll-free at 877-985-6337. We also recommend you contact your prescribing physician and co-pay assistance program (if applicable).

### ***This welcome packet contains a lot of information. Which forms do I need to return?***

- ACS Service Agreement – Required
- Notice of Privacy – Required
- Medication Profile – Preferred
- Satisfaction Survey - Optional
- Concern Form - Optional

**\*\*All forms can be accessed and downloaded on our web-site – [www.acs-rx.com](http://www.acs-rx.com)**

### ***I am approved for co-pay assistance. How does this work?***

Depending on the co-pay assistance program, you may be required to pay for a portion of the co-pay. Also, many programs have a maximum amount they will pay on your behalf per year; if your co-pays exceed this limit, you may be responsible for the remaining balance.

ACS will handle the billing for you. We will charge your insurance first and then the co-pay assistance program for your drugs. The program will pay the co-pay on your behalf.

Please be aware: if you have been conditionally approved for co-pay assistance through the Chronic Disease Fund (CDF), The Assistance Fund (TAF), or the National Organization for Rare Disorders (NORD), you will be required to complete and return all paperwork and supporting documents in a timely manner. Delays may put you at risk of losing your assistance.

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***What preparations do I need to be aware of while traveling in regards to my medication?***

**\*\* Make sure to carry your medication with a copy of your prescription or the bottle/container with your prescription information on it. \*\***

At least 2 weeks prior to your departure, take an inventory of your drugs at home. This should give you enough time to call and get another shipment delivered to your home if needed, as well as obtain any prescriptions from your doctor.

If you expect to need an early fill before your trip, please call us toll-free at 877-985-6337 so we can see if your insurance will provide a vacation override (some insurance companies do not allow this).

ACS can ship drugs to almost anywhere in the USA so, if you need a shipment while you are away from home, you can call us and provide a different U.S. shipping address.

Remember to pack your drugs in a secure and easy-to-reach area of your **carry-on** luggage only. In the event that your luggage is misplaced, you will still have your drugs.

If your drugs require refrigeration, place it into a plastic bag and then into an insulated container with an ice pack.

**If you have any other questions, please call us toll-free at 877-985-6337  
or visit us online at <http://www.acs-rx.com>.**