

ACS Patient Payment Terms:

How long do I have to pay my bill?

Pharmacies normally require payment upon receipt of delivery. Our pharmacy allows our customers 30 days to make a payment, on a maximum allowed balance. This arrangement is not offered by most retail pharmacies. An invoice will be included in your shipment and a balance statement will be mailed the first Monday of each month. Note: the 30 days begins the date drug is received.

What if my balance due is over the Maximum Allowed Amount?

ACS will allow customers to make budget payments on larger balances due. Budget payments are to be paid every 30 days with the total balance to be paid within 6 months. If payments are not paid on time, this may cause a delay with future shipments.

ACS realizes that some patients have a large out of pocket expense and that the medications we dispense are lifesaving or life altering. ACS will work with you to see if you qualify for any assistance that may be available for your specific drug or therapy. We will do everything we can to help make your therapy affordable and gain assistance when applicable.

What happens if I don't make a payment or my balance becomes past due?

ACS encourages you to keep your account in good standing. However, if your account does become past due, we will contact you or the individual responsible for your bills to assist in resolving the past due balance. This may be in the form of a letter, a courtesy phone call or both.

If your balance becomes seriously past due, we may have to take action to assist in the management of your account. This includes using a collection agency and possibly the termination of services.

We are sensitive to your needs and the increasing cost of prescription medications: we encourage you to contact one of our customer service representatives if you are experiencing payment problems. 877-985-6337

What if I send a Non---Sufficient Check?

If a customer sends a non---sufficient Funds (NSF) check, we reserve the right to charge an NSF check fee and give you the opportunity to rectify the payment by sending another check. If the next check is NSF or no payment is received, you may have services suspended until further arrangements can be made.

Invoice = information about the balance due for a specific date of service; usually included in each shipment
Statement = a monthly report that lists all account level information; includes all outstanding balances for all service dates