



2023 Assisted Living Pharmacy Hours

Mon - Fri: 8:00am - 10:00pm

Sat - Sun: 8:00am - 8:00pm

Holiday's 8:00am - 5:00 pm

480-365-0222 – Phone

1-844-297-7327 – Fax

Delivery Times: Monday-Friday:(when the truck leaves the pharmacy)
9:00am * 1:00pm * 5:30pm

Delivery Times: Sat and Sun: (when the truck leaves the pharmacy)
10:00am * 2:00pm * 6:00pm

(All new prescriptions must be received by the pharmacy **2 hours prior** to the delivery time)

1. New prescriptions received after the pharmacy is closed will be processed the following morning. STAT delivery means the medication will be placed on the next delivery truck.
2. **C2's:** C2's must be **eprescribed to the pharmacy by the physician**. The pharmacy will fax you a copy for your records. For example, morphine, oxycodone, Percocet, Norco, fentanyl, etc.
3. **PRN/Refills:** Refills are delivered M-F. Please reorder when you are down to only 5-7 days left of the medication. If you completely run out of the medication, you will need to notify us you need the medication delivered sooner than the normal 48-72 hours refill delivery time frame.
4. **Packaging:** Punch cards are delivered on demand and will contain 28 days' worth of the medication. **Strip packaging cycle** will be sent out every 7 days and will start on the same day each week. There is no pre-cycle list when using the 7-day strip packaging program.
5. Medications **CANNOT** be returned to the pharmacy. The facility is responsible for medication destruction. We can help you order Drug Buster if that is what your medication destruction policy allows.
6. Please notify the pharmacy when there is a change in the resident's prescriber(s) or there is a change in census (hospitalization, move out, move in, etc).
7. A valid prescription includes prescriber information, resident name and date of birth, medication name, strength, dose, route, frequency, prescriber's signature, quantity and refills). Recaps must contain the prescriber's signature, quantity and refills.



How are C2's eprescribed?

- Prescribers have their own software that will connect with Korman Healthcare Pharmacy.

What do we do with a hard copy C2 prescription?

- Verify the medication is NOT a hospice medication, if not a hospice medication, notify the prescriber they need to eprescribe the C2 so it can be filled.

What insurances do you accept?

- We accept most insurance plans including Medicare D plans. You can call the insurance plan using the phone number on the back of the insurance card. They will be able to verify if Korman Healthcare is contracted with the insurance plan. We will directly bill the insurance for all covered medications.

Are you more expensive than other pharmacies?

- If we are contracted with the insurance plan, we accept their reimbursement rate. We do not set the pharmacy reimbursement rate for medications or the amount of the required copay. The insurance pharmacy benefit dictates the coverage and out of pocket cost.

Will you bill insurances for over the counter medications?

- Over the counter medications are not generally covered by insurance plans and would be billed directly to the resident. Korman Healthcare's pricing on over the counter medications is cost effective and all medications can be compliance packaged for easy administration by the assisted living staff. We ask that the OTC/Non covered medications section of the Korman HealthCare Financial Agreement is completed so clear direction is provided to the pharmacy.

Will Korman Healthcare fill a 90-day supply of medications?

- No, unfortunately, insurance plans will not allow us to fill a 90-day supply.

What if a resident that doesn't use Korman Healthcare needs an emergency medication after hours or on the weekend?

- It is a good idea to have all the residents complete the necessary documents to have Korman Healthcare available to assist with any backup/emergency medication needs. This way the resident can utilize the pharmacy services in case of an emergency as we are able to deliver medications multiple times throughout the day 7 days a week.

What are the required documents to start using Korman Healthcare pharmacy?

- A demographic sheet (name, DOB, billing address information, social security number)*
- The Korman Healthcare Financial Agreement*
- Front and back copies of all the insurance cards*
- Valid prescriptions*

Can Korman Healthcare repackage medications filled by another pharmacy in bottles into punch cards? *No, the Arizona Pharmacy Board will not allow us to repackage medications that were dispensed by another pharmacy.*