

Trelles Pharmacy Mgmt. Inc.
● **FREQUENTLY ASKED QUESTIONS** ●

General Questions

● **WHAT ARE THE PHARMACY'S HOURS?**

We are open to serve residents with a full staff from 9 a.m. to 5 p.m. Monday through Friday. We also have a partial staff in the pharmacy for ordering only from 9 a.m. to 3 p.m. on Saturday. We have a pharmacist on-call for emergencies 24 hours a day, 7 days a week.

● **WHAT GEOGRAPHIC AREAS DO YOU SERVE?**

Centrally located in Tampa, Florida, we serve, by driver delivery, a large portion of the state of Florida from Gainesville to Fort Myers and from Tampa to Daytona. We also serve, through Fed-Ex overnight mail, facilities and clients around the state of Florida and around the country.

● **WHAT IS UNIT-DOSING?**

Unit dosing is an efficient, safe system of dispensing medications in prepackaged cassettes or bingo cards.

Questions about Service

● DO YOU DELIVER?

Yes, we make daily deliveries to any facility that has ordered from us that day, as well as monthly or bi-weekly deliveries of the unit-dosed, routine medications.

● HOW ARE MEDICATION EMERGENCIES HANDLED?

Medication emergencies are rare, those that do occur are handled by our on-call pharmacist, who calls an emergency dose in to a local Walgreens and arranges to have a cab service pick it up and deliver it to the facility. The remainder that is needed is delivered with our next scheduled delivery to the facility.

● DO YOU PROVIDE TRAINING?

We provide a schedule of training programs at the pharmacy. These sessions are free to our pharmacy partners (those facilities who have a signed contract for services). For facilities that do not have a signed contract with Trelles Pharmacy, there is a nominal fee. Please contact the pharmacy or consult the monthly training brochure provided by Trelles for more information.

● HOW ARE REFILLS OBTAINED?

We have a full-time staff dedicated to obtaining refills for routine medications. We begin trying to obtain refills 3 weeks in advance of their need and continue right up to the date the medication is supposed to be delivered. If we are unable to obtain refills from the doctor we will communicate this difficulty to you and only then will we ask for your help in obtaining the refill. For non-routine medications either we will obtain them from the doctor or you, the facility, will send us a new prescription. We will communicate with you on a daily and weekly basis about any difficulties in filling your orders.

- **HOW DO YOU MONITOR CLIENT SATISFACTION?**

We contact the facility by phone on a monthly basis, asking questions from a short (about 18 questions) questionnaire. Your answers are recorded on the survey form and this form is reviewed by the Administrative/Management staff directly and prompt steps are taken to address any issues that arise from them.

Questions about the MORs

- **WHEN THERE IS A MEDICATION CHANGE WHEN WILL THE CHANGE BE MADE TO THE MOR?**

Corrections to the MOR are done on a monthly basis based upon the changes the facility provides us. Changes that occur during the month should be written on the MOR by the nursing staff and turned in to Trelles Pharmacy by the 15th of the month (or faxed from the 15th to the end of the month) so that our dedicated MOR team can make the necessary corrections.

**Further issues regarding your MOR should be directed to:
Bekki Ha @ 813-662-1153 ext. 255**

● IS THERE A CHARGE FOR THE MEDICAL OBSERVATION RECORD (MOR)?

Depending on the percentage of residents in your facility that we serve there may or may not be a charge for the Medical Observation Records (MORs).

The “Rule” for when we charge is as follows:

If we serve 70% or more of your total resident population your MORs are provided without charge (free).

If we serve less than 70% of your total resident population there is an \$8.00 fee for each MOR provided for a resident who does not get medications from Trelles Pharmacy .

Reprints of MORs are charged as follows:

Reprinted due to <u>Pharmacy Error</u>	No charge
Reprinted due to <u>Facility Error</u>	\$2.50 (per MOR)
MOR changes not received by The 15 th of each month	\$8.00 (per MOR)

Questions about Ordering and Dispensing

● HOW DOES A FACILITY ORDER MEDICATIONS?

Each facility is assigned to a specific pharmacy representative who will be their liaison with the pharmacy. All orders are faxed directly to this representative and most communications will come from and to this representative. We accept faxed prescriptions, phone orders from physicians, and hard copy prescriptions (through the mail and given to our delivery drivers).

● WHAT ABOUT CLASS 2 NARCOTICS?

Please be aware that per federal law we require a hard copy prescription for any ordered Class 2 Narcotic before the medication can be filled and that these medications cannot be refilled but must be re-prescribed by the physician.

● WHEN ARE MEDICATIONS DELIVERED?

If your order is received before 3 p.m. (1 p.m. on Saturdays) the order will be filled that day and delivered that evening (or mailed that evening for facilities receiving Fed-Ex packages). If the order is received after 3 p.m. (1 p.m.) it may be filled that evening, depending on what the order is for and how urgent you indicate it is, at the discretion of the pharmacist, otherwise they are delivered the next day.

Questions about Pricing, Billing and Insurance

● HOW DO TRELLES PHARMACY PRICES COMPARE TO THOSE OF OTHER PHARMACIES?

Our pricing policy, for those residents without insurance (see below for our definition of insurance), is to match the price they were charged at their previous pharmacy whenever possible. In order to provide this service the resident must provide copies of their previous statements or receipts. If the price paid at the previous pharmacy is below our cost (the price we purchase the medication for) we will be unable to match that price but are willing to price compare to Walgreens. We are not, however, able to match prices from the VA, mail-order pharmacies or discount clubs/pharmacies.

Insurance is any traditional pharmacy plan as well as any discount cards (including but not limited to AARP and the various new Medicare cards)

**Pricing concerns and comparisons should be directed to:
Lizette Santos at 813-662-1153, ext. 263
813-657-3475 (fax)**

● HOW ARE BILLING QUESTIONS HANDLED?

Billing questions are handled by our trained billing and collections staff Monday through Friday and are handled in a prompt and courteous fashion.

Questions about current bills should be directed to:

**Lizette Santos at 813-662-1153, ext. 263 or
813-657-3475(Fax)
Email: LSantos@Trelles4Rx.com**

Questions about past due bills should be directed to:

**Becky Preston at 813-662-1153, ext. 257 or
Tina Sumner at ext. 208
813-657-3475 (fax)**

● CAN YOU FILE INSURANCE? WHICH INSURANCES?

We can and do file insurance claims for those residents whose insurances can be on-line adjudicated. This means that their insurance allows electronic claims. We do not file paper claims for residents. We are enrolled in over 1800 insurance plans and are always willing and eager to enroll in new insurances as we find them.

To inquire about our enrollment in specific insurance plans or for any insurance question please fax a copy of the card and call:

**Billing Services at:
813-662-1153 (Phone)
Or
813-657-3475(Fax)**

● WHAT ARE ROUTINE BILLING AND DELIVERY?

Routine billing and delivery are procedures that reduce the amount of time and effort you have to invest in ordering. When a medication is prescribed and the doctor indicates that this will be an on-going, long-term medication we place the prescription on automatic billing. This means that you order it the first time and from then on it will be filled and delivered automatically each month without your placing an order for it. We will attempt to obtain any refills necessary, bill the medication and deliver it on a routine schedule every month. If we cannot obtain the refill needed to fill the medication you will be notified that the item will not be delivered on the exchange before the day of the exchange.

Refills can be called into our Refill department (please feel free to give these phone and fax numbers to doctors to facilitate our work on your behalf):

Comelina Dix @ 813-662-1153, ext. 213
Fax: 813-662-9069

● CAN YOU BILL MEDICARE AND FOR WHAT ITEMS?

We can bill Medicare for a limited number of items. Medicare will not pay for most prescription drugs unless you are in the hospital or are a transplant recipient. The items they will pay for, and therefore the ones we can bill to them, are some diabetic supplies (but not insulin or diabetic drugs), inhalation therapy and ostomy supplies.

- **CAN YOU SUPPLY OVER-THE-COUNTER ITEMS?**

We can supply over-the-counter items so long as the resident's account is secured with a service authorization form signed by the responsible party that guarantees payment of the account.

Please remember that the term over-the-counter refers to a huge variety of items and while we carry a large stock in our facility occasionally an item is ordered that we must order from our vendor. This means that obtaining it may take slightly longer than the wait time on a prescription medication.

- **DO YOU ACCEPT MEDICAID AND THE MEDICALLY NEEDY PROGRAM?**

We are an enrolled Medicaid provider and in fact are experts in Medicaid billing and the Medically Needy (Share of Cost) program. We can assist your facility in becoming a profitable Medicaid facility instead of losing potential business.

Questions concerning Medicaid and the Medically Needy program should be directed to:

Becky Preston at 813-662-1153, ext. 257

Email: BPreston@Trelles4Rx.com

● HOW DO YOU BILL THE CUSTOMER?

We bill residents on a 30-day (monthly) cycle. Each facility is assigned to a statement date of the tenth, twentieth or the last day of the month. When an item is ordered we bill it to the residents' account, during the billing period these items are accumulated and on a scheduled day (every 30 days) we run a statement of account that is then mailed to the address supplied by the resident. We ask that these statements be paid within 10 days, however, they are not considered to be past due (and eligible for a service fee) until the 30th day has passed.

Occasionally, a client with whom we have no service agreement wants to purchase prescriptions from our pharmacy. In these cases we will deliver the items with our regular delivery as a C.O.D. item that the customer can give our driver a check for.