



WHITE CROSS P H A R M A C Y

Your Pharmacy Solution Since 1933

MedPack FAQ's

What do I need to get started?

- List of patients medications, usually from PCP. This ensures that we capture all active medications, including those with no refills, when we call previous pharmacy for transfers.
- Copy of patient's prescription coverage card.
 - Why is the insurance ID number not enough?
---With prescription coverage, there are other important numbers on the card that we need to be able to process, such as RX BIN, PCN, AND RXGRP.
- Patient's demographic information including: Name, Address, Phone #, Allergies to Medications, Current physicians and current pharmacy.
- A contact person for us to follow up with if applicable, such as a visiting nurse or other caregiver.

What costs will there be to the patient?

- There is no additional charge for the special packaging, and no additional charge for our delivery service. The customer is responsible for their normal prescription plan formulary copay.

Can White Cross add over the counter medications to the packs?

- Yes. We will contact the doctor for a prescription for any OTC medications. If the patient's insurance company does not cover the medication, we will be happy to quote you the cash price.

How often will the packs arrive?

- The first delivery is usually only one week so that you can let us know if there should be any adjustments made to times of administration, etc. We will follow up on the second week with the rest of that month's supply.
- Most patients get the entire month fill each time, and delivery will be every 4 weeks on a particular day of the week (ex: every fourth Wednesday).

1057 Mineral Spring Avenue, North Providence, RI 02904
Telephone: 401-726-6200 Fax: 401-351-5902
www.whitecrosspharmacy.com