

Frequently Asked Questions (FAQ's) about the Hampton City Schools Employee Pharmacy

- **What's happening?**
 - The school system is opening a pharmacy to exclusively serve our employees on the HCS health plan and their dependents.

- **Where will it be located?**
 - The pharmacy is located just off Mercury Boulevard at 2238 Todds Lane, in Hampton, Virginia. It is located in the back of the Employee Wellness Center building.

- **When will the pharmacy be open?**
 - The pharmacy began serving patients in the middle of June.
 - The pharmacy hours are:
 - Mon – 7:30 – 5:30
 - Tue – 8:30 – 6:30
 - Wed – 7:30 – 5:30
 - Thu – 8:30 – 6:30
 - Fri – 8:30 – 12:30
 - Sat – 8:30 – 12:30

- **What are the copays at the employee pharmacy?**
 - \$2 for generic
 - \$15 for preferred brand drugs
 - \$25 for non-preferred brand drugs
 - If you are on the High Deductible plan, you will have to meet your deductible, but the drugs will be at a lower cost.

- **How do I transfer my prescriptions to the new pharmacy?**
 - For full details, refer to the communication “How to Transfer a Prescription”. Provide the HCS Employee Pharmacy with the following information, they will transfer your prescription for you:
 - Name and Phone Number of your current pharmacy
 - Your name, date of birth and contact information
 - Prescription Number
 - Name of drug(s) to be transferred

- This information can be found on your prescription bottles.
 - Be sure to call the pharmacy at (757) 224-9681 to ensure that your prescription is ready before picking it up.
- **Can I transfer mail order prescriptions to the HCS Employee Pharmacy as well?**
 - Yes
- **Can anyone use the employee pharmacy?**
 - All employees and their dependents are able to use the pharmacy for Over the Counter medications. You will find these at a substantial discount.
 - Only employees and dependents on the HCS health plans can get prescription medications filled at the Employee Pharmacy.
- **What forms of payment will be accepted at the employee pharmacy?**
 - Visa
 - MasterCard
 - American Express
 - Cash
 - Check
- **Why did HCS choose to open a pharmacy?**
 - Our employees and their dependents on the health plan fill over 1,000 prescriptions per month. Opening these pharmacies represents an opportunity to impact wellness and save money for both members and the health plan.
- **If I have a specialty medication that I have to get through Curascripts, will I be able to get that at the HCS Employee Pharmacy?**
 - These pharmacies will carry some, but not all specialty medications. Because of the high expense, most specialty drugs will not be kept in stock. They will be available for next day pick-up. You are advised to call the pharmacy at (757) 224-9681 to inquire of your drug's availability.
- **Will the HCS Employee Pharmacy fill 90-day supplies?**
 - Yes, and you are encouraged to do so for maintenance medications. 90-day supplies will be available at 2x the copay of the 30-day supplies.

- **Will the School District know what medications I am taking?**
 - No. The privacy of your health information is very important. The pharmacy is operated by a third-party company called On-Site Rx. On-Site Rx operates by all federal statutes and laws, including the Health Insurance Portability and Accountability Act (HIPAA) Privacy laws.

- **Who is On-Site Rx, and what is their role in the pharmacy?**
 - On-Site Rx is a pharmacy company based out of Gainesville, GA. They assist large employers in providing pharmacy services to their employees and dependents.

The professional staff of pharmacists and pharmacy technicians serves as a “firewall” to ensure privacy and security of your personal health information. Furthermore, they provide a valuable resource to help you maximize your wellness and your health care dollars as it relates to your prescription drug therapies.

- Kristin Duke, Pharm. D. is the Pharmacy Manager. She received her Doctorate of Pharmacy from the Virginia Commonwealth University in Richmond, VA and was most recently employed by On-Site Rx at the Chesapeake Public Schools pharmacies.
- **Where are the drugs sourced from? With low prices, can I be sure they are safe?**
 - On-Site Rx uses the largest wholesaler in the U.S. drug industry, McKesson, to provide prescription drugs to our pharmacies. All drugs are sourced from sites that have passed inspection from the U.S. Food and Drug Administration. The drugs come from the same source that most independent pharmacies use to stock their inventory.

How to Use the Heartbeats Wellness Center Pharmacy

FILL A NEW PRESCRIPTION

The HCS Employee Pharmacy will meet all of you and your family's prescription and over-the-counter medication needs. To fill a new prescription at the Pharmacy, please ask your physician's office to phone the new prescription to **(757)224-9681** or fax to **(757) 224-9682**.

TRANSFER YOUR PRESCRIPTION

Start saving money now by transferring your prescriptions to HCS Employee Pharmacy. It's quick and easy. Just give us a call at **(757) 224-9681**, tell us about yourself and your prescriptions, and let us do the rest.

You can save time by gathering some information from your current prescription label:

- 1. Name of your current pharmacy**
- 2. Phone number of your current pharmacy**
- 3. Prescription number**
- 4. Your Name and Contact Information**