



## FREQUENTLY ASKED QUESTIONS

### **FEES**

*How much does this service cost?*

The fee is \$9.99 per camper for up to a 30-day supply of their medication, and an additional \$7 for campers staying longer than 30-days, plus each prescription copayment.

*Am I required to fill out a new enrollment every year?*

Yes. Many of us are aware that a child's health changes from minute-to-minute. With these constant changes taking place it is necessary to provide a new enrollment every year to ensure that our records regarding your child's medication regimen are accurate.

*What happens if I order late?*

If you have not completed the health information for your camper through rockhillrx.com and mailed/had faxed/had E-scripted us a copy of your camper's prescription at least thirty (30) days before their session begins, you will be charged a rush fee of \$30.00. We recommend sending all prescriptions at least sixty (60) days prior to the session beginning. Please understand that your campers health and well-being is our primary concern and we will do everything we can to accommodate late orders.

*What if my camper is started on a prescription or nonprescription daily medication after the deadline date to register and submit prescriptions has passed?*

At Mountain Meds we realize that a child's health is unpredictable and we will accommodate all campers throughout the season. We will work with you regarding late medication changes. Please contact us as soon as you are aware of any changes to your camper's medication regimen.

- If you are enrolling for the first time this season, and it is past the deadline, a rush fee will apply to the camper's order.
- If you have already enrolled this season, and are changing medication regimens, a \$10 repackaging fee may apply to the order.

*Will non-prescription medications cost the same as my home pharmacy?*

Our pharmacy is very competitive, and often times cheaper than chain pharmacies; however, we cannot guarantee that the price will be identical. Pricing on pharmacy and non-pharmacy products is based on a regional price matrix and you will find our pricing is very fair. Please see our sample Over-the-Counter Medication Price List to have an estimate of our pricing.

## **PRESCRIPTIONS**

*How do I send you the prescriptions?*

Please complete all of the information to setup a Mountain Meds account on rockhillrx.com. You will then be able to print out a "Summary Sheet" to take to your camper's doctor. We ask that you arrange with your doctor to have all prescriptions in to us at least 60 days prior to the start date of camp.

**IMPORTANT:** Faxed prescriptions **MUST** come from your healthcare provider's office. The office must have the header set in their fax settings to provide the doctor's name and fax number. They may **NOT** be faxed by the parent/guardian.

Controlled Substance prescriptions must be written on an original prescription, signed by the physician in ink, and mailed to our pharmacy for a maximum of 30 day supply per prescription. We are also set up to receive Electronic-Prescriptions (E-Scripts) directly from your doctor's office for controlled substances. Controlled Substance prescriptions may **NOT** be faxed.

*What should I do since my camper is at camp for longer than a month?*

Please make sure your camper's physician includes at least one (1) refill on the prescription before it is sent to our pharmacy. Most prescriptions can be written with refills. **ALL** controlled substances require an additional thirty (30) day prescription post-dated with a date two (2) weeks before the camper's session begins and the second prescription thirty (30) days later.

**\*\*\*Families with NY Doctors\*\*\*** As of March 27, 2016 all prescriptions should be sent via Electronic Prescription (E-Script). For non-controlled substances, and Over-The-Counter items, please have your camper's doctor send prescriptions in as soon as possible. For controlled substance prescriptions, please make your camper's doctor aware that we will send a fax reminder close to the date of camp, requesting the controlled substance electronic prescriptions to be sent over to us.

*What if my camper requires a new medication, or refill of an "as needed" medication, while at camp?*  
Mountain Meds is committed to your child's well-being. We will always send medication to your child's camp whenever necessary. You will be charged the actual shipping cost to ensure it is at the camp as soon as possible.

## **MEDICATIONS**

*Which medications am I required to have Mountain Meds Dispense for my child's camp?*

- All Oral/Pill-Formed Medications, Over-the-Counters, Vitamins, and Supplements
  - Exception – Accutane Products
- All NonPill-Formed Medications such as Inhalers, Creams, Ointments, Drops, Liquids, and Injectables (EpiPens and Insulins)
  - Exceptions – Growth Hormones and Allergy Shots
- Any "As Needed" Medications and Over-The-Counters that you would like a Specific Supply to be available for your camper's usage only... based on their at-home usage.

*Do you supply over-the-counter (OTC medications, vitamins, and supplements)?*

Yes. We will need a prescription from your child's physician for all medications, including over-the-counter medications, vitamins, and supplements. The prescription should include dose, times to be given and any other detailed instructions for administration, as well as, specific manufacturer if needed to be maintained.

*Will you dispense generic or brand medications?*

Our pharmacy will dispense generic medications unless otherwise specified by your physician as "Dispense As Written" or "DAW". Please notify your camper's physician accordingly if you do not want generic prescriptions or over-the-counter medications dispensed and confirm with them before sending the prescription to us that the words "Dispense As Written", "DAW", or for E-Scripts that they indicate a DAW code of "1" are clearly on the prescription. It is your responsibility to confirm the prescription is written correctly, since for most campers, we will not have the medication history to reference before dispensing these medications.

*Are you able to supply growth hormone or allergy shots?*

Through our work with numerous camps, we have found that in order to maintain consistency and ensure proper balance within the narrow range of treatment, it is best for you to send growth hormone, insulin or allergy shots up to camp with your child for administration while at camp. Our pharmacy will not routinely provide these medications. However, in the event of an emergency, we will do everything in our power to help get the medication to your camper as soon as possible.

*Can you supply non-pill form medications such as inhalers, creams, drops or liquid medications?*

Yes, the medications will be included in separate, resealable packages with dosing instructions attached.

*How are my camper's medication refilled while at camp?*

If your camper will be at camp greater than thirty (30) days, we will refill the medication and continue to provide the medication while at camp. **Do not refill your camper's medication while at camp, as this will cause your insurance to reject our insurance claim.** If this happens, you will be responsible for the full cost of the medication if the insurance denies our claim due to the same medication being filled while your camper is still at camp.

- What if I use a Mail Order Pharmacy?
  - After registering with Mountain Meds for the summer session, we ask that you contact Member Services to Confirm:
    - That your Rx Plan is NOT a mandatory Mail order for the medications we will be dispensing.
    - Rx Plan does not have a limit on how many times you are allowed to fill outside your Mail Order Plan
    - If your Rx Plan allows a Vacation Override, If Needed
- If you use Mail Order or get 90 Days Supply:
  - Please make every effort to avoid filling/refilling the medication within 60 days of the start of camp
  - If medication is required within that 60 day window, please fill for the number of days needed until the start of camp
- If your Mail Order Rx Plan does not give you the flexibility to use Mountain Meds, please email us and we will help find the solution!!!
- If you use an Automatic Refill Program (Mail Order or at your Local Pharmacy) please ask that a temporary hold be put on the Automatic Filling of these medications.

## **INSURANCE**

*How is my insurance billed?*

Your child's health is our #1 concern. Our pharmacy will send your camper's medications to camp prior to their arrival at the camp to ensure that no doses are missed. We will bill your insurance company directly shortly before camp begins. If necessary we will request Vacation Overrides and work with your insurance company to submit the claims for payment at the appropriate times.

*How am I billed for co-pays and out-of-pocket expenses?*

Any out-of-pocket costs (e.g. copays, deductibles, over-the-counter medications, non-covered medications) will be charged to your credit card that you put on file during enrollment.

- **Please notify us via phone, or our website, of any change of payment that is required, as there will be a \$10 processing fee assessed for payments rejected due to insufficient funds, canceled account numbers, or other declined payments as a result of non-pharmacy related rejections.**

*Will my insurance company pay for my camper's medications if I recently filled their prescriptions?* Typically they will. Often times we will need to request a "vacation override" from your insurance company for a camper being away from home. We will contact you if we have any questions or problems with your insurance and discuss the options that are available.

*Are you able to accept my insurance? What if the pharmacy does not accept my insurance?* We are contracted with all major and most minor prescription carriers. Once you submit your registration we will review the information and notify you if our pharmacy is not contracted with your plan. In most situations we are able to contact the plan and arrange our contract before camp even starts. We are also happy to check and make sure we accept your insurance in advance.

*What are PCN and BIN?*

PCN stands for Processor Control Number and BIN stands for Bank Identification Number. If you have prescription insurance coverage, then your plan must have a BIN and PCN. If you are not able to locate these numbers on your insurance card, you will need to call either your local pharmacy where you have received prescriptions before, or your insurance company's customer service number to obtain this information.

## **PACKAGING**

*How are the medications packaged?*

Medications are packaged in a sealed strip package that include a detailed label with your camper's name, date of birth, date, time of dosing, medication names with description, as well as any special instructions. Camp health staff members simply tear open the packet and administer your camper their medications. Only medications in pill form are included in the dose strip. All other medications will be packaged and dispensed in appropriate packaging for repeat administration by health staff.

*Can you package prescription medications my child uses on "as needed" basis?*

Yes, both prescription and over-the-counter medications can be packaged "as needed". They will be packaged separately and labeled with instructions for administration.

*How can I be sure medications will be packaged exactly the way my camper takes them?*

It is your responsibility to check that the prescription is written clearly and correctly. The prescription should be written for the time of day (i.e. breakfast, lunch, dinner, bedtime) your camper should take the medication. If a prescription is written as "once a day" with no specific time, the medication will be packaged as a breakfast dose. If the medication is taken "as needed" please make sure that is specified on the prescription.

*Can a half pill dose or other special requirements be packaged?*

Yes, your camper's physician must specifically write your camper's prescription to be packaged as a half tablet or other clear instructions for preparation of each dose. You must indicate your request upon registering so we can determine if the specific medication is "durable" and able to be packaged in the manner requested or if alternate arrangements are required by us.

*What time are medications dispensed at camp?*

Most camps dispense medications at mealtimes and bedtime. If your camper's medication is time specific please make sure your doctor indicates the specific times taken with the medication. Prescriptions written as "one pill per day" will be administered at breakfast unless otherwise indicated. Medications taken multiple times per day will be dosed around the camp's meal schedule unless otherwise indicated. Please indicate on the enrollment form specific dosing times that you use for administration.