

Frequently Asked Questions

SERVICE

How do I contact you?

Please call us if you have any questions or concerns regarding any order status, co-pay amount, claims submissions and/or benefit coverage. If you experience any adverse effects to the medication you were given, please contact your prescribing physician or your Pharmacist as soon as possible. We have a Pharmacist-on-Call available 24 hours a day, 7 days a week for emergency and clinical situations such as side effects, adverse reactions, suspected errors, medication assistance, and complaint resolution.

Professional Arts Pharmacy

128 Curran Lane, Lafayette, LA 70506

Phone: 888-237-4737 Fax: 855-724-6797

Open Monday – Friday 8:00am – 5:30pm, Closed Saturdays, Sundays, and all major holidays

Or visit us on the web at www.professionalarts.com

How do I order a new prescription?

Please call us and we would be happy to handle the entire process for you. We will contact your physician to obtain all necessary information. If you have a written prescription, you may walk in and drop it off or mail it to our pharmacy at the above address. Your physician may call in, e-scribe, fax, or mail in a new prescription. Please note, certain controlled substance medications cannot be faxed. The paper copy of these prescriptions must be brought in or sent to the pharmacy or the prescriptions may be electronically prescribed by your prescriber.

When a valid prescription is on file, you may call in to our pharmacy to place your order and set up a shipment during regular business hours. During business hours, you can call the pharmacy to speak with a staff member. Your prescription may be filled with a generic equivalent substitution based on state law, its equivalency rating and in accordance with company policy. Please ask a Pharmacist if you have any questions or concerns.

A Professional Arts Pharmacy employee will let you know if we are unable to fulfill the medication request and provide suggestions and guidance on where the medication may be available, upon request.

How do I order a refill of my prescription?

You can refill your prescription(s) by calling the pharmacy and speaking to a member of our care team, by leaving a message on our automated phone system, by using our mobile refill app, or by visiting our website at www.professionalarts.com. Please have your prescription number(s) available to place your order and begin your refill process before you are scheduled to be out of medication.

If you run out of refills, please let us know if you would like us to call your physician to request a new prescription. Remember to always inform the pharmacy of any insurance, address, phone number or health changes!

If you need your prescription immediately, please let a Professional Arts Pharmacy employee know so your order can be expedited. If you cannot wait for a shipment, you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to Professional Arts Pharmacy the next time you need to re-fill it.

How long does it take to receive my prescription?

A member of our care team must speak with you before your medication can be shipped out so that we can confirm your delivery address, review any medication allergies, verify your prescription insurance coverage, collect any co-payment amounts, review your medication therapy, provide instructions for use, and answer any questions you may have.

Our standard processing time at Professional Arts Pharmacy is normally less than 48 hours. This does not include delivery time. If processing time is delayed longer than 48 hours, we will contact you to notify you of your options, so you don't go without medication.

A Professional Arts Pharmacy employee will promptly let you know if there are any issues that may delay fulfillment such as prior authorizations or restrictions imposed by your insurance company. Professional Arts Pharmacy employees will work with you and your physician to try and get any issue resolved as quickly as possible. If your insurance company will not allow an override due to unforeseen circumstances or other reasons, a Professional Arts Pharmacy employee will help determine the best way to get the medication you require as quickly as possible.

How will I receive my prescription?

Medications are sent via UPS, FedEx, or courier delivery driver. Priority Overnight is available and required for some medications, otherwise prescriptions are shipped Monday through Friday and delivery can be expected in one to three days. Some medications will require your signature for delivery. If a signature is required, a Professional Arts Pharmacy staff member will coordinate with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription.

Patients are always welcome to pick-up medication at our pharmacy counter at the address above.

Other

You should also contact us with any other questions or concerns. Our staff is happy to assist with your specialty pharmacy needs, including:

1) Helping you get access to medications during an emergency or disaster, 2) Providing you with tools to manage your therapy, including educational materials and consumer advocacy support and/or 3) Working with another pharmacy to get your medications filled, if necessary.

COST

How much will my prescription cost?

Prescription cost will vary depending on your insurance. Because drug pricing can change daily, a final determination of your co-pay cost cannot be made until your claim is processed. You may also call the Member Services phone number on your prescription insurance card to get the most current information. The cost may also vary depending on the quantity of medication. Please be sure to advise your physician to prescribe for the maximum amount/day supply allowable by your insurance coverage (days allowed may vary by plan).

If you have Medicare Part D drug coverage, the cost of your prescription will change significantly as you meet your deductible and initial co-pay, progress through the "donut hole" and reach total out-of-pocket expense. Our Patient Care Coordinators can assist you in determining and understanding your options.

If you are unable to afford the out-of-pocket cost for your prescription, Professional Arts Pharmacy will work to identify possible co-pay card assistance (if allowed by your insurance), patient assistant programs, or other support and/or charitable organizations.

How can I pay for my prescription order?

Professional Arts Pharmacy accepts all major credit cards, checks, cash, or money orders. If mailing payment, please do not mail cash.

What if Professional Arts Pharmacy is out-of-network with your insurance?

If your insurance company considers Professional Arts Pharmacy an out-of-network pharmacy, an explanation of the medication cost will be provided at the time of dispensing or in writing, if requested.

GENERAL QUESTIONS

What do I do if there is a drug recall on my medication? Professional Arts Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. Professional Arts Pharmacy will contact you immediately by phone or in writing in the event of a recall and instruct you on what to do. Depending on the severity of the recall and the clinical impact, Professional Arts Pharmacy will contact your prescriber or health plan.

Can I return my medication?

Most prescription medications cannot be returned to the pharmacy. If you suspect your medication is defective, please call Professional Arts Pharmacy.

How can I safely dispose of my medications?

Visit the website below to view a list of medications that can safely be flushed down the toilet or see the handouts given in the welcome packet:

<http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm>

If your medication is not on this list, please see the resource link included on our website on how to properly dispose of your unwanted or expired medications.

Emergency Preparedness Information

Professional Arts Pharmacy has a plan in place if a disaster occurs. Disasters may include a fire to our facility, chemical spills, major weather events, and evacuations. Our goal is to continue to service your needs during any disaster to the extent reasonably possible. If there is a threat of disaster or severe weather, contact us for any medications you need to make sure you have enough.

Follow directions from the authorities in your area. Professional Arts Pharmacy will use every resource available to continue to make sure we can serve you. While unlikely, there may be times when we cannot meet your needs because of an emergency. In these situations, you must use your local rescue or medical facility. Please read the guide below to help you in case of an emergency or disaster:

- If we cannot get your medication to you, we will transfer your medication to a local pharmacy of your choice.
- If we cannot reach you or you cannot reach the pharmacy, please listen to your local news for help.
- Make sure we have an emergency contact number, so we can reach you.

Complaint Procedure

You have a right and responsibility to express concerns, dissatisfaction, or make complaints about the services you did or did not receive without fear of retaliation or interruption of services. **If you have a complaint, please call us at 888-237-4737.**

The formal grievance procedure of Professional Arts Pharmacy ensures that your concerns/complaints will be reviewed, and an investigation started within 5 business days of receipt of the concern/complaint. Every attempt shall be made to resolve all grievances within 14 days. You will be informed verbally of the resolution of the complaint/grievance, or in writing upon request. If more time is needed to resolve the concern/complaint, you will also be informed verbally and in writing upon request.

If needed, you may contact the State Board of Pharmacy or our Accreditation Organizations.

ACHC Complaint Information

- Website: <http://achc.org/contact/complaint-policy-process>
- General Phone Number: (855) 937-2242

URAC Complaint Information

- Website: https://www.urac.org/complaint_step3b/
- General Phone Number: (202) 216-9010

Louisiana State Board of Pharmacy Complaint Information

- Website: <http://www.pharmacy.la.gov/>
- Address: 3388 Brentwood Drive; Baton Rouge, LA 70809
- Telephone Number: (225) 925-6496