

## Centennial Pharmacy Services Talking Points

Centennial Pharmacy Services can:

- Make taking your medicine easier
- Have a pharmacist come to your home
- Answer questions about medicines and your health (in the comfort of your home)
- Deliver all of your medicines (once a month!)
- Help you dispose of your old, unused, and discontinued medication
- Offer the lowest-cost prices
- Help you spend less time on your medicines and more time on the things you enjoy
- Provide monthly medication lists to you and your health care team
- Ensure you are receiving the correct dose of medicine
- Organize your medicines into Care Packs
- Eliminate the need for pill boxes and bottles

CarePack's are:

- Pouches that contain all of the medicine that you take at a specific time
- Customized to your specific medication regimen
- Pill organizers that are customized to you
  - Customizations include languages, date, time, pictures, and layout.
- Securely filled at Centennial Pharmacy and verified by a pharmacist
- Eliminating your time spent on medication organization

With Centennial Pharmacy Services we see:

- Member's going off of medications
- Member's staying out of the hospital
- Member's becoming happier and healthier

### Common Questions

Q: *What does this cost?*

A: *Nothing! The only thing that you pay for is your co-payment, deductible, and/or coinsurance, which is the same as it would be at any other pharmacy!\*\**

Q: *Do I have to change pharmacies?*

A: *Yes. If you'd like this service, Centennial will be your pharmacy.*

Q: *Why do I need this?*

A: *Centennial helps you become more independent with your medication regimen. By utilizing Centennial's free services, you are optimizing your health!*

Q: *What if I have a prescription the doctor gave me?*

A: *You can call Centennial at anytime and they will send a technician out to get the prescription, fill it and bring it back out to you!*

Q: *What if my medication changes?*

A: *If you have a change in your medication, call Centennial at 267-234-5347 to let them know. Also, Centennial is in constant contact with your doctors and health care team. If your medication changes Centennial will be notified and they will make the changes as necessary and bring you out the medication as needed.*

Q: *Does Centennial offer anything else?*

A: *Yes! Besides prescription medication, Centennial also offers vaccinations, delivery of OTC products like Depends™ and toothpaste, counseling sessions such as diabetes education, blood pressure reviews, glucose reviews, prescription counseling, and can teach you how to use inhalers, insulin, and more! All of Centennial's services are available to you, in your home, for no extra charge!\*\**

Q: *What does OTC mean?*

A: *OTC stands for over-the-counter items and they are items such as toothpaste, Band-Aids™, Advil™, Depends™, and vitamins. Centennial can order any OTC item in and bring it to you with your medication delivery. Centennial offers the lowest cost possible on their OTC items.*

*Q: I'm not sure if I want to do this.*

*A: If you'd like, we can provide your name and phone number to the Centennial team and you can speak with Centennial yourself and have all of your questions answered. OR If you'd like to call Centennial to talk with their team the number is 267-324-5347.*

*Q: How long until I get my medications?*

*A: Your medicines are delivered to you monthly. If you have a new prescription or medicine changes, Centennial will get your medicine to you within 48-hours of receiving the new orders.*

*-- 48-hours is the time frame because we may have to contact other prescribers, order medicine in, or run into insurance coverage issues*

*Q: How do I pay my copays?*

*A: Your copays can be paid in three ways:*

- 1. A credit card, debit card, or ACH withdraw over the phone*
- 2. A credit card, debit card, or ACH withdraw online at [www.centennialpharmacy.com](http://www.centennialpharmacy.com)*
- 3. Mailing in a check or money order.*

*\*\* There may be additional shipping fees, out-of-cycle delivery/appointment fees, and/or repacking/reboxing fees. No fees are placed on the patient without discussing them with the patient first.*