
Lehigh Valley Pharmacy Services (LVPS) FAQ

- **What are the current pharmacy locations and hours?**
 - **Lehigh Valley Pharmacy Services – Cedar Crest:**
 - 1202 S Cedar Crest Blvd. Allentown, PA 18103
 - (610) 402-8444
 - **Hours:** Monday – Friday: 7am-7pm / Sat & Sun: 9am-3pm
 - **Lehigh Valley Pharmacy Services – 17th Street:**
 - 1637 Chew St. Allentown, PA 18103
 - (610) 969-2780
 - **Hours:** Monday – Friday: 7am-6pm / Sat & Sun: Closed
 - **Lehigh Valley Pharmacy Services – Muhlenberg:**
 - 2542 Schoenersville Rd. Bethlehem, PA 18017
 - (484) 884-7004
 - **Hours:** Monday – Friday: 8am-6pm / Sat: 9am-3pm / Sun: Closed
 - **Lehigh Valley Pharmacy Services - Pocono:**
 - 206 E. Brown St, 1st Floor. East Stroudsburg, PA 18301
 - (272) 762-6337
 - **Hours:** Monday – Friday: 8:30am-5pm / Sat & Sun: Closed
 - **Lehigh Valley Pharmacy Services - Schuylkill:**
 - 700 E. Norwegian St. Pottsville, PA 17901
 - (570) 621-4110
 - **Hours:** Monday – Friday: 8:30am-5pm / Sat & Sun: Closed
- **As an LVHN employee, are there any other network facilities that I can pick-up my prescriptions at?**
 - Yes. The pharmacies at LVH-Hecktown Oaks, LVH-Dickson City and LVH-Carbon were all designed with a convenient prescription pick-up window for Lehigh Valley Pharmacy Services. **Please note:** unlike the full-service LVPS pharmacies listed above, these locations require 48 hour notice for prescriptions to be filled as the medication will be ordered in specifically for you. Urgent prescriptions (such as: antibiotics, pain medications, inhalers, etc.) can be accommodated as same day pick-up with notice when the prescription is dropped off or called in.
 - **LVH-Hecktown Oaks:**
 - 3788 Hecktown Rd. Easton, PA 18045
 - (610) 333-8900
 - **Hours:** Monday – Friday: 9am-5:30pm / Sat & Sun: 9am-1pm / CLOSED HOLIDAYS
 - **LVH-Dickson City:**
 - 330 Main St. Dickson City, PA 18519
 - (570) 614-2020
 - **Hours:** Monday – Friday: 9am-5:30pm / Sat & Sun: 9am-1pm / CLOSED HOLIDAYS

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- **LVH-Carbon:**
 - 2128 E Blakeslee Boulevard Dr. Lehighton, PA 18235
 - (484) 224-9805
 - **Hours:** Monday – Friday: 9am-3pm / Sat & Sun: CLOSED / CLOSED HOLIDAYS

- **I am an LVHN employee at LVH-Hazleton or Coordinated Health. Without a pharmacy located on my campus, what is the most convenient way to obtain my prescriptions?**
 - Highlighted throughout this document are multiple options for obtaining your medication including:
 - Convenience Shipping
 - Retail Benefit through LVHN Health Plan
 - ExpressCARE availability
 - Continue reading for more details!

- **Can I get my prescription(s) mailed to my home?**
 - Yes. Lehigh Valley Pharmacy Services offers convenience shipping through the United States Postal Service Monday – Friday. The enrollment form is available on LVHN.org/Pharmacy. Additionally, you will be able to enroll electronically through the MyPopulytics portal once you receive your login information. You will need to provide your US Postal Service address, phone number, email address, and a credit card or flexible spending card. Once enrolled, refills may be submitted online through the LVHN intranet, by phone, or through MobileRx®, the pharmacy’s mobile app. Overnight shipping for refrigerated medications is available through FedEx, and also free of charge. Once processed through the pharmacy, you will receive an email with your USPS tracking number. You can expect to receive your standard packages in 3-5 business days.

- **Will Lehigh Valley Pharmacy Services automatically fill and ship my medication(s) each month?**
 - No. You will need to submit a request to the pharmacy when you need a refill. This can be done in one of a few ways—through the LVHN intranet, by phone, or through the app MobileRX®. Many times, your provider may send prescriptions that are not needed at that time or fail to notify the pharmacy when a medication is discontinued. Once a medication leaves the pharmacy, it cannot be returned. This is why LVPS does not automatically fill and ship medications.

- **What is MobileRX®?**
 - MobileRX® is a mobile app that lets you conveniently order refills from your Android or Apple device. It is available for download from Google Play or the Apple App Store. You will need the phone number of your LVPS location when you set up your account.

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- **“I’m a new employee and have existing refills at my current pharmacy. How do I get them transferred to Lehigh Valley Pharmacy Services?”**
 - It’s simple! The LVPS Refill Transfer Form can be found at LVHN.org/Pharmacy. From there, you will need to print the form, fill it out, and submit it to the pharmacy in person or by fax.

Once you complete and submit the form—LVPS will do the rest! You will need to provide your current pharmacy’s name and phone number as well as names and prescribing information of the medications that you need transferred. **Please note:** we ask that you do not submit refill transfer requests to LVPS until you have 7-10 days of medication remaining or you are ready to begin using LVPS as your primary pharmacy.

Here is an example in which improper timing of prescription transfers may cause an inconvenience to you:

It’s November and John Smith is aware that he will need to start utilizing Lehigh Valley Pharmacy Services as of January 1st. To be proactive, John submits a refill request form to the pharmacy. In December, John needs his monthly refill and calls his current pharmacy. The pharmacy informs him that they will not be able to fill his prescription because the refills were transferred to Lehigh Valley Pharmacy Services.

Here is an example in which proper timing of prescription transfers will be most convenient to you:

John Smith fills his monthly prescription at his current pharmacy on December 15th, 2019 and will be due for another refill on January 15th, 2020. John can proactively send a refill transfer request to Lehigh Valley Pharmacy Services between January 5th and January 7th to be sure that LVPS will have his prescription ready when he is due for his refill. By waiting for the 7 to 10-day time-frame, John is now transitioned to LVPS without experiencing any disruption at his previous pharmacy. Please make sure you have completed the convenience shipping form; otherwise, you will need to pick-up the prescription at Lehigh Valley Pharmacy Services.

- **As an LVHN Employee Health Plan member, can I get a prescription filled at another pharmacy besides Lehigh Valley Pharmacy Services?**
 - Yes. The LVHN Health Plan allows you to go to any retail pharmacy for unlimited fills of antibiotics and oral steroids. You may also fill one 30-day supply of any newly prescribed medication each calendar year. This applies only to new medication(s) that you have not taken in the current calendar year. The cost of the medication at the retail pharmacy will depend on the type of medication as well as your health plan option. Here are some details relating to this benefit:

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Medication Type (30-day supply)	LVHN PPO Plan	LVHN HSA Plan
Generic	\$10 co-pay	50% after deductible
Tier 1 Preferred Brand	30% with minimum of \$30	50% after deductible
Tier 2 Brand	30% with minimum of \$50	50% after deductible
Tier 3 Non-Preferred Brand	30% with minimum of \$70	50% after deductible

If you are choosing to fill your first 30-day supply at a retail pharmacy, it would be most convenient for you to have your provider give you two prescriptions. One prescription for the 30-day supply and another that will be filled at Lehigh Valley Pharmacy Services for subsequent refills. LVPS is also able to transfer any remaining refills on prescriptions at other pharmacies for subsequent fills.

Please note: Specialty Drugs can only be filled at Lehigh Valley Pharmacy Services. For more details, please access the prescription information on the Colleague Resource Center (CRC).

Additionally, you are welcome to use a pharmacy of your choice, pay out of pocket, and then submit your receipts for reimbursement. If employees choose to do this, there is a separate prescription deductible and a 20% coinsurance. In the event of an emergency, Populytics has a process in place to reimburse employees for urgent medications (antibiotics, pain medications, etc.) that need to be purchased outside of Lehigh Valley Pharmacy Services. In these cases, the employee is reimbursed the out of pocket cost minus what the copay would have been if they would have gotten the medication at one of our LVPS locations. The reimbursement form is located on the My Populytics portal.

Contact Populytics if you have further questions about these alternate options—(484) 862-3505.

- **Is it possible to purchase medications at ExpressCARE to avoid stopping at a pharmacy?**
 - Yes. There is a list of available medications at most ExpressCARE locations. Apart from Tilghman, all the sites in the Lehigh Valley have them, including the northern locations. The list is reviewed periodically to ensure that the most common medications that are prescribed are included. If one of these medications is prescribed, the ExpressCARE staff is responsible for making the patient aware that the medication is available for purchase in the office.

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- **Anything we missed?**
 - Please contact your Lehigh Valley Pharmacy Services location should you have any other questions regarding our services!

Thank you for using Lehigh Valley Pharmacy Services!