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## Health Spectrum Pharmacy Services FAQ

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- **What are the current pharmacy locations and hours?**

**Health Spectrum – Cedar Crest:**

- 1202 S Cedar Crest Blvd. Allentown, PA 18103
- (610) 402-8444
- **Hours:** Monday – Friday: 7am-7pm / Sat & Sun: 9am-3pm

**Health Spectrum – 17<sup>th</sup> Street:**

- 1637 Chew St. Allentown, PA 18103
- (610) 969-2780
- **Hours:** Monday – Friday: 7am-6pm / Sat & Sun: Closed

**Health Spectrum – 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, 1<sup>st</sup> 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

- **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. Health Spectrum Pharmacy Services offers convenience shipping through the United States Postal Service Monday – Friday. The enrollment form is available on [LVHN.org/Pharmacy](http://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.

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- **Will Health Spectrum Pharmacy 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 Health Spectrum 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 Health Spectrum location when you set up your account.
- **“I’m a new employee and have existing refills at my current pharmacy. How do I get them transferred to Health Spectrum?”**  
It’s simple! Health Spectrum Pharmacy’s Refill Transfer Form can be found at [LVHN.org/Pharmacy](http://LVHN.org/Pharmacy). From there, you will need to print the form, fill it out, and submit it to Health Spectrum in person or by fax.

Once you complete and submit the form—Health Spectrum 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 Health Spectrum until you have 7-10 days of medication remaining or you are ready to begin using Health Spectrum 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 Health Spectrum Pharmacy as of January 1<sup>st</sup>. 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 Health Spectrum.*

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

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*John Smith fills his monthly prescription at his current pharmacy on December 15<sup>th</sup>, 2019 and will be due for another refill on January 15<sup>th</sup>, 2020. John can proactively send a refill transfer request to Health Spectrum between January 5<sup>th</sup> and January 7<sup>th</sup> to be sure that Health Spectrum 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 Health Spectrum 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 Health Spectrum Pharmacy.*

- **As an LVHN Employee Health Plan member, can I get a prescription filled at another pharmacy besides Health Spectrum?**

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:

<b>Medication Type (30-day supply)</b>	<b>LVHN PPO Plan</b>	<b>LVHN HSA Plan</b>
<b>Generic</b>	\$10 co-pay	50% after deductible
<b>Tier 1 Preferred Brand</b>	% with minimum of \$30	50% after deductible
<b>Tier 2 Brand</b>	% with minimum of \$50	50% after deductible
<b>Tier 3 Non-Preferred Brand</b>	% 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 Health Spectrum Pharmacy for subsequent refills. Health Spectrum Pharmacy 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 Health Spectrum Pharmacy. 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

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(antibiotics, pain medications, etc.) that need to be purchased outside of a Health Spectrum Pharmacy. 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 Health Spectrum Pharmacies. 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.
- **Anything we missed?**  
Please contact your Health Spectrum Pharmacy location should you have any other questions regarding our services!

**Thank you for using Health Spectrum Pharmacy Services!**