

# Frequently Asked Questions

Find answers to the most asked questions from our patients in the guide below. More details about each question can be found on our website using the link and QR code provided.

Question	Answer	Where can I find more information?
How do I fill or refill my prescription?	<p>We call you when it's time to schedule your refill. You can opt-in to receive text reminders for future refills. You can also call our toll free phone number, 800.511.5144, for 24/7 help scheduling refills, or with any other questions you may have.</p> <p>Read our Best Practices for Administering Medications and Handling Supplies for more information and recommendations on handling your medication by following the link to the right:</p>	 <a href="https://ahrx.co/faq-01">ahrx.co/faq-01</a>
How do I know if my insurance covers my medication? How do I know what I am responsible to pay for myself?	<p>We look into your insurance coverage and benefits when you start treatment. We will let you know what your coverage includes at that time. It's very important to communicate with us if you have any changes in insurance or coverage. This ensures you receive your maximum benefit for your treatment, without gaps or delays in your coverage.</p> <p>Find more information about costs related to your care and how we communicate with your insurance company by visiting the link to the right:</p>	 <a href="https://ahrx.co/faq-02">ahrx.co/faq-02</a>
How do I get my medication during an emergency?	<p>If you are having a medical emergency, please dial 911. Preparation is key in an emergency. We are prepared to handle natural disasters and other emergencies. We make every effort to coordinate with local healthcare agencies when needed. In general, we recommend keeping a two to three day supply of your medication on hand and a backup power supply available for your medical equipment and supplies whenever possible.</p> <p>Find out more by visiting the link to the right:</p>	 <a href="https://ahrx.co/faq-03">ahrx.co/faq-03</a>
Where was my prescription filled?	<p>Some processing of your prescription may have been done at one of our pharmacies in a different state than it was dispensed. In some cases, we may dispense your medication through our central fill partner, CVS Caremark Specialty Pharmacy.</p> <p>Find out more by visiting the link to the right:</p>	 <a href="https://ahrx.co/faq-04">ahrx.co/faq-04</a>
How are prescription substitutions handled?	<p>We may fill your prescription with a generic drug of equal quality as the brand name drug on your prescription. This change helps make sure your medication is both clinically and cost effective. Please ask your pharmacist if you have questions or concerns.</p> <p>Find out more by visiting the link to the right:</p>	 <a href="https://ahrx.co/faq-05">ahrx.co/faq-05</a>
What is the Patient Management Program?	<p>Our Patient Management Program is a clinical program designed to make sure you are fully supported throughout your treatment journey. You will learn how to manage side effects, improve your medication compliance and other information about your condition and overall health. We describe potential benefits of this program in your welcome call. We also discuss limitations and how to disenroll.</p> <p>You can find out more by visiting the link to the right:</p>	 <a href="https://ahrx.co/faq-06">ahrx.co/faq-06</a>

<p>How do I get the special equipment required for my therapy and how much will it cost?</p>	<p>We offer equipment rentals for specific therapies, such as IV poles, infusion pumps and other devices. Patients are responsible for the rented equipment that is the property of our pharmacies. Patients must warrant the safety and safe keeping of the equipment, including protecting it from loss, theft, fire, or other damages whatsoever. If the equipment is lost, stolen, or otherwise damaged while in a patient's possession, they will be liable for payment for the full purchase price of the equipment.</p> <p>For Medicare members, a full list of supplier standards for Medicare Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) can be found in section 42 CFR 424.57(c) linked to the right:</p>	 <p><a href="https://ahrx.co/faq-07">ahrx.co/faq-07</a></p>
<p>How do I give permission for someone else to get my health information?</p>	<p>You can authorize anyone to access your health information or provide an alternate contact person for communication related to your care by filling out the disclosure form in the link to the right:</p>	 <p><a href="https://ahrx.co/faq-08">ahrx.co/faq-08</a></p>
<p>How do I dispose of unused medicine?</p>	<p>Medications are important for treating many conditions and diseases. However, they may be harmful if taken by someone that does not need them. It is important to dispose of prescription and over the counter drugs properly. This will avoid accidental exposure as well as intentional misuse. DON'T flush expired or unwanted medications down the toilet or drain unless the label specifically instructs you to do so. DO return unwanted or expired medications to a drug take-back program, or follow the steps for household disposal.</p> <p>You can find the steps for household disposal as well as tips and information about the importance of proper drug disposal by visiting the link to the right:</p>	 <p><a href="https://ahrx.co/faq-09">ahrx.co/faq-09</a></p>
<p>How do I dispose of my used sharps?</p> <p>How do I use the SHARPS-tainer?</p>	<p>You can find information for safe disposal of your used sharps and instructions for using your SHARPS container on our website.</p> <p>Read our sharps handling instructions in the link to the right:</p>	 <p><a href="https://ahrx.co/faq-10">ahrx.co/faq-10</a></p>
<p>How do I file a complaint?</p>	<p>We hope you are always happy with the care you receive at our pharmacies. However, we understand that you may need to let us know about an issue or provide feedback on how we can improve. We hope that you will reach out to us if you have concerns so we can make it right. To file a complaint, please call us at 800.511.5144 or fill out our complaint form. Forms can be mailed to AcariaHealth, Inc. 6923 Lee Vista Blvd., Suite 300 Orlando, FL 32822.</p> <p>Download our complaint form from the link to the right:</p>	 <p><a href="https://ahrx.co/faq-11">ahrx.co/faq-11</a></p>