

*You are welcome to stop in to your local Community Care Pharmacy at any time and speak to a pharmacist directly. They are always happy to answer any of your pharmacy-related questions.*

***How are Community Care Pharmacies different from other pharmacies?***

- We are a full service pharmacy located in or near our health centers where you receive your medical care. Our talented pharmacy staff can help you meet all your pharmacy needs.
- Community Care Pharmacies participate in the 340B discount drug program, which provides discounted medications for our qualifying patients.
- Another benefit is that our friendly and helpful pharmacy staff will become part of your medical team to ensure you are getting the best care.
- We work directly with your healthcare providers to coordinate prescription insurance issues, such as prior authorization, to prevent any delays in starting medications, keeping you healthy!

***What are the benefits to using a Community Care pharmacy?***

- We are conveniently located near your health center.
- Our pharmacists are part of your health care team and work with your medical providers to ensure you are getting the best care!
- We offer competitive pricing and through the 340B program, we can help you save money on your prescriptions.

***Can I get my new prescriptions and refills at Community Care's pharmacy on the same day as my appointment at the health center?***

- Yes, you can! Tell your health care team you would like your prescriptions sent to Community Care's pharmacy and we will save you the time and hassle of making an extra stop at another pharmacy.
- We keep most medications in stock in our inventory. We can order any medications which are not in stock and normally have those available for you within 24 hours.

***How do I refill my prescriptions?***

- Our automated Rx refill system is available 24 hours a day, 7 days a week.
- Call our pharmacy.
- You will be prompted to enter your refill information from your prescription bottle.
- Or stop by the pharmacy and we will fill your prescription quickly.

***I don't have any refills left on my prescription, what should I do?***

There are no special steps necessary. Just call the pharmacy and we will take care of contacting your medical provider to obtain a new prescription for you.

***Can I fill my prescriptions from non-Community Care medical providers?***

Yes. You can either bring in your paper prescription or pill bottle, or ask your non-Community Care medical provider to send our pharmacy your prescription by phone, fax or electronically.

***Will Community Care's pharmacies accept my insurance?***

We accept most insurance plans offered through commercial insurers, Medicare and Medicaid. To get more information about your specific prescription insurance, just give us a call and we will be happy to check your plan's prescription coverage at our pharmacy.

***What if I don't have insurance?***

We offer discounted prices to Community Care of West Virginia patients. Our talented pharmacy staff will work with the 340B program, industry and other patient assistance programs to provide competitive pricing to uninsured patients.

***How do I transfer my prescriptions to a Community Care pharmacy?***

- Switching your prescriptions to our pharmacy is easy! To get started:
- Have your current prescription bottle handy.
- Call or stop by our pharmacy to let us know you'd like to transfer.
- A friendly Community Care pharmacist will ask for the information on your prescription bottle, then take care of the rest. See? It really is that easy.