

How do I contact Star Discount Pharmacy or my pharmacist for questions that I may have?

Patients may call 1-877-883-1392 (Toll Free) or 256-534-1118 (Locally) for any information regarding their medications, such as order status, medication delays, drug recalls, etc.

Star Discount Pharmacy – Five Points is located at 704 Pratt Ave NE, Huntsville, Al 35801

Star Discount Pharmacy – Five Points is open from Monday – Saturday from 8:00 AM to 9:00 PM. On Sundays the pharmacy is open from 11:00 AM to 8:00 PM

Pharmacists are available 24/7, 365 days a year to answer any clinical questions the consumer may have about their medications.

Pharmacists are also available to medical personnel to answer any questions related to a consumer's medication(s). Website available at www.starspecialtycare.com

Star Discount Pharmacy – Meridianville is located at 12078 US-231 N, Meridianville, Al 35759 and can be contacted at 256-829-0209.

Star Discount Pharmacy – Meridianville is open Monday – Friday from 8:00 AM to 8:00 PM, Saturdays 8:00 AM to 6:00 PM and Sundays from 12:00 PM to 6:00 PM.

Star Discount Pharmacy – Madison is located at 8020 Hwy 72 W, Unit G, Madison, Al 35758 and can be contacted at 256-721-0739.

Star Discount Pharmacy – Madison is open Monday – Friday from 8:00 AM to 8:00 PM, Saturdays 8:00 AM to 6:00 PM, and Sundays 12:00 PM to 6:00 PM.

Star Discount Pharmacy – Bailey Cove is located at 7900 Bailey Cove Road SE, Unit R, Huntsville, Al 35802 and can be contacted at 256-650-2335.

Star Discount Pharmacy – Bailey Cove is open Monday – Friday 8:00

AM to 8:00 PM, Saturdays, 8:00 AM to 4:00 PM, and Sundays 12:00 PM to 4:00 PM.

Hunnington Pharmacy is located at 11220 Memorial Pkwy SW, Unit R, Huntsville, Al 35803 and can be contacted at 256-882-7979.

Hunnington Pharmacy is open Monday – Friday 8:30 AM to 6:00 PM, Saturdays 8:30 AM to 1:30 PM, and Sundays Closed.

Propst Discount Drugs is located at 717 Pratt Ave NE, Huntsville, Al 35801 and can be contacted at 256-539-7443.

Propst Discount Drugs is open Monday – Saturday 8:00 AM to 9:00 PM and Sundays 11:00 AM to 8:00 PM.

I do not understand English. What can I do?

-Star Discount Pharmacy employs staff that can speak other languages in addition to English.

-If staff does not speak your language of preference we will request your authorization to speak to a significant person that can act as your translator.

-If these alternatives are not feasible, Star Discount Pharmacy contracts a Language Line that has translators available 24/7, 365 days. This company employs staff that speaks over 99 languages. They can be of assistance.

Does Star Discount Pharmacy stock my medication and how will I get it?

-Consumers are contacted immediately if a plan limitation or benefit exclusion occurs while processing a prescription. The pharmacy will help the patient obtain prior authorization for the medication. If Star Discount Pharmacy does not carry the medication in its inventory, the consumer will also be notified.

-Our staff is available to discuss medication availability at Star Discount Pharmacy as well as access to medications.

-Different delivery methods for the medication(s) are available to the consumer based on consumer preference; medications may be picked up at the pharmacy, or may be delivered to the home by Star Discount courier service.

-If a medication is not available at Star Discount, the pharmacy will refer the consumer to a pharmacy that carries the medication.

-We will educate, assist and refer patients when necessary to different programs if certain medications are not covered by the drug plan.

-Patient assistance programs available through manufacturer (e.g. copay cards, coupons, etc.), local county clinics or agencies, foundations, and local non-profit organizations associated with the disease state, or

-Contacting the physician for alternative therapies, if applicable. If needed, pharmacists are available to discuss generic substitutions or alternatives for medications that may be too expensive, are not covered by your healthcare insurance, or are no longer available.

-If the pharmacy is not a participating provider of the consumer's drug insurance plan, Star Discount Pharmacy will make the consumer

aware of the cost of the medication at Star Discount Pharmacy in writing. Star Discount will refer the patient to a pharmacy in the health plan's network of pharmacy.

What does my prescription cost?

-Once a prescription has been processed, you will be notified of your cost. Our staff can explain questions related to your prescription cost, such as your out of pocket cost, deductible, co-payment, co-insurance, etc. Star Discount Pharmacy can also help the consumer find alternative funding for their medication if payment for medication will impose financial hardship for the consumer. Some patients, depending on their healthcare coverage, are eligible to be enrolled into prescription drug assistance programs to assist with out of pocket costs.

-If your medication is not covered by your prescription plan you will be notified of the cost of the medication at Star Discount Pharmacy in writing. This information is made accessible to you in person, by facsimile or secured e-mail. The pharmacist will also inform the consumer about substitution of the prescription for a generic version or another medication similar to the one order. If patient agrees, the pharmacist will contact the provider to discuss this substitution and determine if it is adequate for the patient.

-You will receive a receipt for any monies paid to the pharmacy for your medications.

-Star Discount Pharmacy will accept payment by credit and debit cards, personal check and cash.

What is a drug formulary or list and drug substitution protocols?

-Your prescription plan has developed and approved a drug formulary or a drug list that includes the medications they have approved for use by their members. Not all medications will be in the formulary or drug list. Drug plans will choose one or two medications of a particular category and class to include in these documents. This is the reason why the patient does not have accessibility to all medications on the market.

-Drug plans will also develop drug protocols or clinical guidelines. These will indicate when a specific medication is required. These are used to conduct prior authorization of a medication. They are also used as drug substitution protocols to suggest alternative medications when the drug that has been prescribed is not on the formulary or drug list or the prescribed drug does not meet clinical criteria. Drug substitution protocol can suggest generic substitution or bioequivalent substitution that has been approved for a particular medication.

-Prescription plans also have accessibility to recent literature and studies of medications. These are used to make exceptions to the clinical protocol. These exceptions are not common but are available.

-Star Discount Pharmacy must follow the guidelines as set forth by each drug plan.

How do I refill my medication?

-For refills, contact your patient care coordinator at 1-877-883-1392. If the consumer is receiving a specialty medication, he/she must call or contact the pharmacy to refill medications or inform the pharmacy staff during the pharmacy refill call to the consumer.

-Star Discount Pharmacy will also offer auto refill service for consumers receiving medications that are not considered specialty medications.

-If a pre-authorization is required for a prescription, our staff will inform the patient and take the necessary steps to acquire the pre-authorization.

-If the medication is limited by benefit design the consumer and the prescribing provider will be informed. Star Discount will help with the function of requesting an exception to the rule imposed by the drug plan or to switch the consumer to another medication equally as effective.

-DO NOT wait for your medication to be finished before calling for a refill. Do so at least 1 week prior to your last dose. In this manner you allow the pharmacy sufficient time to process necessary prior authorizations as required and to get to you the refill before your medication is all gone. Interruption to medication treatment should be avoided.

What should I do if there is a delay in delivery of my medication?

Please contact the pharmacy immediately if there is a delay in delivery at 1-877-883-1392. Star Discount Pharmacy will make the necessary arrangements to supply your medication on time.

A state of emergency has been declared. How do I get my medication?

-A state of emergency can be declared because of weather situations or other unforeseen emergencies.

-If the emergency is an expected event, Star Discount will send medications or have the medications ready for consumer pick-up before the emergency. Star Discount will obtain from the pharmacy computer system the names of consumers that require refills of medications during the expected emergency period. Assure that you have sufficient medications to cover you through the emergency time period. If you do not call the pharmacy immediately.

-If the pharmacy cannot open because of a localized emergency, Star Discount will arrange for medications to continue to be delivered to all consumers through one of the other Star Discount Pharmacy locations. The medications will be delivered to your home. This will be an automatic process. However, if you do not receive your refills, call Star Discount Pharmacy. Mega Aid's phones will continue to function.

-If you are displaced because of an emergency, call Star Discount Pharmacy and inform them of your current location. Star Discount will

deliver medications to your temporary location.

-Always make sure that you have sufficient medication to avoid undue interruption to your medication regimen. Emergencies can occur and will occur. Be Proactive.

I have a complaint about Star Discount Pharmacy and/or the services I have received. Where do I call and to whom do I speak?

You may lodge a complaint without concern for reprisal, discrimination, or unreasonable interruption of service. To place a grievance, please call (205) 994-4503 and speak to customer services. If your complaint is not resolved to your satisfaction within 5 working days, you may initiate a formal grievance, in writing and forward it to the Governing Body. You can expect a written response within 14 working days or receipt.

You may also make inquiries or complaints about this pharmacy by contacting Medicare at 1-800-MEDICARE and/or the Accreditation Commission for Health Care (ACHC) at 919-785-1214 or the Alabama Board of Pharmacy at https://igovsolution.net/albop_online/online_complaints/onlinecomplaints.aspx

-Star Discount aims to provide high quality service. However, sometimes events occur that may interfere with our goal. We want to hear from you. If you have any complaints or concerns about the services provided, please let us know. We will do everything possible to try to resolve these issues within the shortest time possible.

-Star Discount Pharmacy will receive complaints and grievances by telephone, 24/7, 365 days a year. Star Discount can also receive written or complaints informed via e-mail. You will receive an acknowledgement call informing you that we have received your concern and will work as fast as possible to resolve the issue. We will also call to inform you the resolution of the problem and how you may take further action if this is required.

-If you have a complaint, call: 877-883-1392 or 256-534-1118 (Five Points), 256-539-7443 (Propst), 256- 650-2335 (Bailey Cove), 256-721-0739 (Madison), 256-829-0209 (Meridianville), or 256-882-7979 (Huntington).

-Complaints can be received by facsimile: 256-919-0000.

-Complaints can be received by secured e-mail:
specialtycare@huntsvillestarpharmacy.com

-Complaints can be received by any of our staff member.

-Complaints or complaint resolution can also be appealed with:

- o Your medical insurance company or pharmacy benefit company
- o Alabama Board of Health at: 334-206-5876
- o Alabama State Board of Pharmacy: Call 205-981-2280 or by fax: 205-981-2330
- o Accreditation Commission for Health Care (ACHC) call: 855-937-2242 fax: 919-785-3011 or via e-mail: customerservice@achc.org