



NOWRX PHARMACY

# CONSUMER HANDBOOK & WELCOME PACKET

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# WELCOME TO NOWRX PHARMACY!

Thank you for choosing NowRx Pharmacy for your specialty medication and supply needs - It is our pleasure to help you in any way we can!

Please read this information packet about our services and let us know if you have questions.

NowRx is a full-service pharmacy equipped to handle all your medication and supply needs. We prepare your medication and healthcare supplies precisely the way your doctor wants them and deliver them right to your door for free!

We will help you understand your healthcare benefits, available payment assistance programs, and answer any questions you may have.

Ultimately, we're here to help you in any way we can so if there is anything you need, please do not hesitate to reach out to our pharmacy staff.

We are excited to have you as a customer and look forward to assisting you on your continued journey to better health!

Sincerely,  
The NowRx Pharmacy Team



## Table of Contents

Contact Information & Hours of Operation	4
Customer Eligibility	5
Potential Health Benefits and Limitations	6
Patient Rights & Responsibilities	7-8
Notice of Privacy Practices	9
Pricing & Payment Information	10
Patient Advocacy	11
Patient Safety	12-13
Concerns & Complaints	14
Frequently Asked Questions	15-17
Patient Complaint Form	18

# Contact Information



For non-urgent inquiries or requests you may contact us at [support@nowrx.com](mailto:support@nowrx.com) 24 hours a day, 7 days per week and we will respond within one business day.

## Pharmacy Info

Head Pharmacist: Trinh Thai  
29233 Pacific St. Hayward, CA 94544  
Phone: 510-892-2665  
Fax: 510-201-5561

## Hours of Operation

(Telephone and in-person)  
Monday thru Friday: 9am-5pm  
Saturday and Sunday: Closed  
Legal Holidays: Closed

If you have require clinical consultative communication services, or if you just have questions for the pharmacist, you may contact our head pharmacist at the number listed above during our hours of operation. If the pharmacist is not available, leave a message and you will receive a call back within 30 minutes on average.

**If you are experiencing a medical emergency, hang up immediately and dial 911 or your local emergency services number.**

# Customer Eligibility

**NowRx services all customers who present a valid prescription order.**

We do not discriminate against age, race, nationality, creed, sex, sexual orientation, gender, disease, diagnosis or disability. In addition, we will do anything we can to show consideration and respect for cultural backgrounds and religious beliefs while providing the best care possible!

NowRx will take any and all steps necessary to communicate with you and if we are unable to for any reason, we will utilize other family members or health system resources to get your prescriptions filled.



When obtaining service from NowRx, you may be required to sign associated intake forms presented for proof of delivery, assignment of benefits and financial liability. These include but are not limited to:

1. Customer Bill of Rights and Responsibilities
2. Contact Information
3. Customer Grievances Process
4. Customer Satisfaction Survey
5. HIPAA Privacy Notice
6. Physician Orders (if special orders have been given)

You will receive this information at the time of initial service as part of this booklet and will be asked to sign for receipt on the Customer Services Agreement form.

If for any reason NowRx is unable to fill your prescription, or if you choose to utilize a different provider due to a change in insurance, NowRx will transfer all necessary information and work with the new provider to assure a smooth transition.

# Potential Health Benefits and Limitations



## BENEFITS

- We personally manage your medication for any given health condition to make sure you adapt to any medication changes the doctor might make.
- We work with your doctor to ensure medications are refilled on time with no interruptions in therapy.
- We provide you access to our pharmacy staff 24 hours per day, 7 days a week to answer any questions you may have.
- We work with you and your doctor to overcome any financial restrictions that may come up when getting your medication.
- We deliver your prescriptions the same day for no additional charge to help you adhere to your medication regimen.



## LIMITATIONS

- In order to take advantage of our program, you will need to fill your prescriptions through NowRx. NowRx has access to many medications that may otherwise be difficult to get given the cost and uniqueness of specific conditions and this ensures no delays or interruptions in your therapy.
- We do not deliver to all areas. However, if you are not in our delivery range or you move, we will be happy to assist you in transferring your medications to a pharmacy of your choice.

# Patient Rights & Responsibilities

As a NowRx customer, you have certain rights and responsibilities.

Please read through the following and do not hesitate to contact us with questions.

## PATIENT RIGHTS

- The right to receive information about the pharmacy and participate in decisions regarding your care.
- The right to know your responsibilities in the care process and accept, decline, revoke, or disenroll participation at any time.
- The right to receive information in a way that you understand.
- The right to expect that NowRx will protect the confidentiality of your medical information and comply with federal HIPAA guidelines.
- The right to know you have access to prescription services regardless of sex, age, sexual orientation or preference, ethnicity, national origin, religion, veteran status, lifestyle, genetic information, or disability.
- The right to speak with a health professional, access NowRx staff and contact information.
- The right to have care provided by knowledgeable, qualified personnel and request the name or title of any NowRx employee you speak with.
- The right to speak with management and let NowRx know of any issue/concern regarding services.
- The right to have NowRx contact you in the event of any drug recall.
- The right to have personal health information shared with the patient management program only in accordance with state and federal law

# PATIENT RESPONSIBILITIES

- The responsibility to send any requested forms to process prescriptions or any other forms that may be required by law.
- The responsibility to fulfill the financial obligations for your health insurance benefit plan so that any co-pays required for your medication are paid on time
- The responsibility to keep us informed of your current telephone number and address so we may deliver your medication to the correct address or reach you by phone when necessary
- The responsibility to become knowledgeable about your medication(s) by reading the information we provide to you each time you receive it/them.
- The responsibility to keep us and your physician's office informed of any changes in your health condition, insurance, or if you experience any reactions from the medication
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- The responsibility to notify the treating prescriber of your participation in the patient management program
- These responsibilities include all out-of-pocket costs such as deductible, co-pays, and co-insurance

**As always, if you have any questions you may contact us at [support@nowrx.com](mailto:support@nowrx.com)  
24 hours/day, 7 days/week.**





# Notice of Privacy Practices



## **At NowRx we take information security extremely seriously.**

Under HIPAA (Health Insurance Portability & Accountability Act), we are required by law to maintain the privacy and security of your protected health information.

We will not disclose any protected health information except when it is required by law, necessary to provide/render agreed upon medical services such as sharing with your medical provider, or with your permission.

In the case of a data breach, we will promptly let you know if we believe your private information has been compromised.

If you feel your information has been used improperly by NowRx, you may file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

For more information, please visit:

<https://www.hhs.gov/hipaa/for-individuals/notice-privacy-practices/index.html>

To view our complete Notice of Privacy Policy, please visit:

<https://nowrx.com/hipaa-privacy/>

# Price & Payment Information

**Drug pricing can be confusing.**

Our goal at NowRx is to help you understand your out of pocket costs and reduce those costs whenever possible.

## OUT OF POCKET COSTS

Our goal is to help you understand your in and out of network health-care benefits. This includes the amount you must pay after insurance covers its share such as deductibles, co-pays and out-of-pocket maximums. Cash pricing is always available upon request.

## PAYMENT AND INSURANCE

NowRx will bill your insurance, however your insurance may require you to pay a portion of the cost. We will inform you of this when you are filling your prescription and this amount must be paid before NowRx will deliver.

## NOWRX LOW PRICES

NowRx will always look for the lowest price possible including searching for manufacturer coupons and talking with your doctor about lower priced alternatives to expensive brand-name medications. We will always notify you of this before filling your prescription.

## MEDICATION SUBSTITUTION

Whenever possible, NowRx will substitute a lower cost generic for brand name medication unless you or your prescriber has asked for a specific brand name drug. The goal of this policy is to help lower your out of pocket costs as much as possible.

**If you have questions about these policies, pricing, or insurance you may contact us at [support@nowrx.com](mailto:support@nowrx.com) 24 hours/day, 7 days/week or call us during normal business hours.**

# Patient Advocacy



## CONSUMER ADVOCACY SUPPORT

At NowRx, we are here to help you navigate your healthcare journey in any way we can. This includes providing relevant information and education related to your medication therapy, cost assistance, insurance benefits, and more.

Anytime you have questions or concerns, contact us immediately using the information on page 4 or email our pharmacy team at [support@nowrx.com](mailto:support@nowrx.com) and we will be happy to assist you.



## PATIENT ISSUES AND CONCERNS

If you have any concerns about your medications, delivery, services received, or other issues, you can speak with a member of our pharmacy team or management by calling (510) 892-2665 during normal business hours.



## RETURNED GOODS POLICY

California Board of Pharmacy Regulations forbids the resale or reuse of a prescription item that was previously dispensed. As a result, no credit can be issued for any unused or excess products. However, if your order was defective, our staff will arrange a return and re-delivery of your medication. If you have questions regarding this policy, you can always contact us immediately using the information on page 4 or email our pharmacy team at [support@nowrx.com](mailto:support@nowrx.com) and we will be happy to assist you.

# Patient Safety

## DRUG RECALLS

A drug recall is when a drug manufacturer issues a notice that a particular medication is defective and needs to be returned or disposed. In the event of an emergency drug recall, NowRx will contact you, your doctor, and your insurance company immediately! For less urgent recalls, NowRx will notify your doctor or health plan manager.

## BAD DRUG REACTIONS

If you believe you are having a life-threatening reaction to your medication, call 911 immediately. If your medicine is causing non-life threatening side effects such as rash, nausea, etc. then you should talk with your doctor about potential alternatives.

## EMERGENCY DRUG DISTRIBUTION PLAN

In the event of an emergency or disaster that may interrupt your access to medications, NowRx will contact and update you on our operations and plan to service you. If the emergency is in your area and you are unable to stay at home, please call us immediately at (510) 892-2665 and we will figure out how to deliver the medication(s) your doctor has prescribed.



## HOW TO SAFELY DISPOSE OF DRUGS

It is encouraged to take unused or unwanted household drugs to a pharmaceutical collection when available. *Check with your town, county or city about any upcoming collections.*

According to FDA, if no specific disposal instructions are on your drug packaging, it is fine to throw away in the trash. However, to guarantee safety here are a few additional tips:

1. Remove medication from original container and mix with an undesirable substance, such as used coffee grounds, dirt, etc.
2. Place the mixture in a sealable bag, empty can, or other container.
3. Scratch out all identifying information on the prescription label to make it unreadable.
4. Do not give your medicine to your friends.
5. When in doubt about proper disposal, ask your pharmacist.

## GENERAL HOME SAFETY EDUCATION

Each year nearly 21 million family members suffer injuries in the home. Here are a few tips to improve your home safety and create a safe environment for your family to live.

### Reducing Falls

- Keep the floor clean & clean up spills fast.
- Use a rug liner, or rugs with non-skid backs to reduce slipping.
- Use a mat or adhesive strips in the shower.
- Keep electrical cords & wire out of walkways.
- Baby proof stairs & make sure all stairs and steps have handrails.
- Use night lights, ensure all walkways are well lit & have flashlights available for emergency.

### Preventing Poisoning

- Keep all hazardous materials and liquids out of reach from children.
- Keep medications hidden and out of reach from children.
- Know your local poison control number or dial 1-800-222-1222.

# Patient Concerns & Complaints

At NowRx Pharmacy, our goal is to provide the best possible pharmacy experience. This means doing everything we can to provide complete satisfaction each and every time you use our services.

If you are every unhappy with the care or services we have provided or if you have concerns with your medication or the services you received - we want to know!

Just call us at (510) 892-2665 and we will do anything we can to address the complaint and prevent it from occurring again in the future. Alternatively, you can file a written complaint by using our written complaint form which can be found at the end of this handbook.

We take all concerns extremely seriously and view them as opportunities to continue improving our services. If you have any questions or questions about filing a complaint, you can reach out to us at [support@nowrx.com](mailto:support@nowrx.com).



## Customer Grievance Procedure

In the event that NowRx fails to meet your expectation in any way, please follow our grievance procedure below.

1. Make the grievance known by contacting the pharmacy and asking to speak with the pharmacist.
2. If our pharmacist is unable to resolve the issue, the grievance will be forwarded to our Quality Assurance Manager for further action.
3. Our Quality Assurance Manager will see what can be done on a case by case basis and reach out to you with further options. You are entitled to a written copy of your resolution upon request.

NowRx is 100% committed to providing the highest level of customer service and customer satisfaction.

# Frequently Asked Questions



At NowRx Pharmacy, we pride ourselves on our transparency and dedication to customer service. If you ever have any questions or concerns please contact us using the information found on Page 4 of this handbook. Here are a few of our most frequently asked questions.

## 1

### **How long does it take to receive my medication?**

Medications are usually delivered within 24 to 48 hours after we receive your complete prescription. NowRx will provide any additional supplies you need for administering your medication, such as needles, syringes, and alcohol wipes.

## 2

### **What do I do if I have questions about my medication?**

If you have questions about your medication, you may call (510) 892-2665 and leave a message 24 hours a day, 7 days a week. Our pharmacist on-call will return your message promptly and help you with any urgent needs related to your medication.

## 3

### **How do I check my medication order status?**

To check the status on a prescription order, please call us at (510) 892-2665 M-F during normal business hours.

## 4

### **How much does delivery from NowRx Pharmacy cost?**

NowRx Pharmacy provides delivery of medication and other common pharmacy items completely free.

# 5

## **Can I manage prescriptions for a family member?**

Yes, if you will be managing the prescriptions for a family member or a loved one, or if you would like to designate somebody to manage your prescriptions, we can set a "head of household" for your NowRx account to make medication management easier.

# 6

## **How do you handle special requests?**

Special requests for medication delivery and management, for example blister packs, medication sorting, etc. are available upon request. Just let our pharmacist know when you are setting up a prescription delivery and they will be happy to accommodate you.

# 7

## **How do I request an FSA receipt?**

NowRx Pharmacy is happy to provide an FSA receipt upon request. Just give us a call or email us at [info@nowrx.com](mailto:info@nowrx.com).

# 8

## **How do I report suspected medication errors or concerns with NowRx's service?**

Call us at (510) 892-2665 or fill out and mail our written complaint form found at the end of this handbook.

# 9

## **How does NowRx pricing compare to other pharmacies?**

At NowRx, we do everything we can to offer you the lowest out of pocket price regardless of your insurance status, including but not limited to automatically searching for and applying available discounts, working with your provider to find lower cost alternatives, etc.

# 10

## **What insurance plans does NowRx accept?**

NowRx Pharmacy accepts all major insurance plans except Kaiser Permanente. We also offer non-insurance pricing that is competitive with or lower than even leading discount drug cards like GoodRx.



# 11

## **How do I order a refill from NowRx?**

One week prior to your scheduled refill date, NowRx will contact you to schedule delivery. During this call we will confirm the medication, dosage, and ensure you are not having any unmanageable side effects. We will also assist with any benefit related questions to ensure access to appropriate drug therapies.

# 12

## **How do I transfer a medication to NowRx?**

To transfer an prescription to NowRx, give us a call at (510) 892-2665. You will need the names of the medications you want to transfer, along with dosage and Rx numbers as well as your previous pharmacy's contact information. With this, NowRx will contact your old pharmacy and take care of the rest!

# 13

## **What if I need information on the cost of drugs or in and out of network health benefits?**

At NowRx our goal is to simplify your pharmacy experience. A large part of this is helping you understand in and out-of-network health-care benefits. This includes reviewing the amount you must pay after your insurance company covers its share such as deductibles, co-pays and out-of-pocket maximums. If you ever have any questions, you are always able to contact NowRx.

# 14

## **What if I have questions about my medication and want to access a pharmacy program representative?**

At NowRx, we have pharmacists and technicians that can answer your questions 24 hours/day, 7 days/week. To speak with a NowRx representative at any time, you can call (510) 892-2665. You will need to leave your contact information with our after-hours messaging service if it is outside normal business hours and the pharmacist on-duty will promptly return your call. Our licensed pharmacist is available 24/7 and can help you if you have an urgent need related to your medication. If you are experiencing a medical emergency and require immediate care, please dial 911.

# 15

## **How do I opt-out of the patient management program?**

You can call us at any time and tell the pharmacist that you want to opt-out of the patient management program.

# Patient Complaint Form

If you have a complaint or concern you would like to report to NowRx Pharmacy, please fill out the form below and mail to: 29233 Pacific Street Hayward, CA 94544.

Patient Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Summary of the Situation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Employee Involved (if applicable): \_\_\_\_\_

Nature of the Problem: \_\_\_\_\_

Proposed Resolution of the Problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Report: \_\_\_\_\_