

For the last 22 years, Alco Pharmacy has always prioritized the health and safety of each client and employee. We are monitoring all local and federal resources to stay on top of the rapidly evolving guidance for Long Term Care Pharmacies amidst the outbreak of COVID-19 in the United States.

We want to assure you that our robust best practices will ensure the highest levels of care for each prescription we check, pack, and deliver. We plan to keep you regularly informed on these critical topics:

Employee Health and Safety We have added protocols in the pharmacy to keep our employees healthy and lines of communication open to our partners. We remind you to use these HIPAA-approved channels to send orders, refill requests, and any document requiring our attention:

- ✓ **FAX:** We have transitioned to CLOUD FAX, which means no busy signals. Please only use **443-394-6770**. Please look for the blue Alco stickers coming in your daily deliveries to ensure our contact information is visible to anyone in your organization who sends faxes to the pharmacy.
- ✓ **ELECTRONIC ORDERS:** Encourage prescribers to use electronic orders whenever possible.
- ✓ **WEBCONNECT:** Please reach out to Lincoln Pitts to set up a remote training on our web-based portal. You can request refills, access client information, and print forms.
- ✓ **WE ASK THAT YOU DECREASE RELIANCE ON E-MAIL:** Fax, E-script, and Webconnect are processed centrally at the pharmacy and will ensure timely responses despite any staffing interruptions.

Supply Chain Monitoring Our dedicated buyer is working with all of our wholesalers to stay *ahead* of supply chain interruptions. We will proactively work with prescribers and nursing staff to communicate potential shortages and work on alternative treatments. We will be sending out all monthly cycles no later than Monday March 23rd, thus providing over 7 days additional medication supply by having your April cycles in home.

Delivery Flexibility Our third party delivery partner SDS-RX has implemented heightened safety protocols to ensure the health and safety of their drivers and your clients. Instead of requesting signatures at time of delivery, our drivers will record the first and last name of the receiving staff person to complete our record of medication delivery. Please remind your staff that they must provide this information to the driver.

Continuation of Medication Disposal We plan to continue to provide medication disposal services at this time. You must return all medications for disposal in a red medication waste bag. You must return all medications for credit in a clear plastic bag. Please request these bags from your account manager. For everyone's safety, drivers will not accept disposal that has not been placed in the appropriate bag.

Additional refills We will make every effort to accommodate requests for additional 30-day supplies when we cannot reach prescribers. Alco will make every effort to contact prescribers, including request for support from agency staff. When we fail to make contact, we will follow this guidance from the Maryland Board of Pharmacy:

The Maryland Pharmacy Act, Sec. 12-506(c), allows a pharmacist, during a state of emergency, to refill a prescription for which a refill has not been authorized if: (1) the pharmacist is unable to obtain authorization from the prescriber; (2) the refill is not for a controlled dangerous substance; (3) the quantity dispensed does not exceed a 30-day supply or unit of use; and (4) the pharmacist notifies the prescriber of the refill within 7 days.

Requests for Early Fills - please note that insurance companies may require proof that the need for additional medication is directly related to the COVID-19 outbreak. The approval process is similar to the Prior Authorization process and each medication must be approved individually. If the insurance company denies the claim for an early fill or for an additional 30 day supply, and we cannot provide proof of a circumstance created by COVID-19 outbreak, then agency staff will be required to complete and sign a cash authorization form before we send out the medication for delivery.

Our regular lines of communication continue to be open to address any questions or issues.

If you would like to set up a remote training on any of the protocols listed above, please reach out to Lincoln Pitts our Director of Customer Engagement (ljpitts@alcopharmacy.com).

Our wishes for good health to you, your clients, and your families.