

Frequently Asked Questions

Q. Is there an additional cost for the special packaging of medication?

A. There is no additional cost for medication received in our blister-packages. In fact, Checker Specialty Pharmacy's customized packaged medications are competitively priced, providing individualized care to each patient cost effectively.

Q. What actions are taken when medication is needed and the pharmacy is closed?

A. Checker Specialty Pharmacy provides on-call pharmacists 24 hours a day, 365 days a year to handle calls after hours and to provide medication dispensing during emergencies, holidays and after hours of normal operations. Our pharmacists and technicians understand the high degree of service required in a long-term hospice care setting.

Q. Does your facility bill the insurance company?

A. Yes, we bill more than 400 insurance companies, including all of the Medicare Part D prescription plans available in Michigan. Our staff is specially trained on Medicare Part D and can help to maximize client's benefits. Our insurance specialists will handle all billing and claims according to the patient's benefits plan.

Q. Will residents need new prescriptions from their physicians?

A. No, Checker Specialty Pharmacy's highly skilled staff handles all prescription management needs and paperwork for your residents. From the moment an individual's prescription is sent to us, we apply our knowledge and resources to make certain the resident receives the best care in the most convenient manner and at the lowest possible cost.

Q. How is billing handled for residents at the facility?

A. Prior to or upon admission , a copy of the individual's insurance card(s) is faxed to our pharmacy. When we receive the physician orders, we process these through to the insurance company. The co-payments and items not covered by the insurance company are then charged to an account we set up for each individual at your facility. On a monthly basis, a statement indicating the balance owed to Checker Specialty Pharmacy is sent to the responsible party.

When an individual's insurance coverage changes, we simply ask the responsible party for a copy of the new insurance card, or call us and inform our billing department of a change in coverage.

If an insurance company notifies the pharmacy that a medication, prescribed by the physician, is not on their formulary and therefore not a covered benefit, our pharmacists will initiate contact with the prescribing physician to determine if an alternative medication would be medically appropriate.

Q. How do we started? How do we sign up?

A. The first step to getting started is as easy as calling 734-462-1186 to speak to Richard Grossman, R.Ph., President; Laurie Tackel, R.Ph., Director of Pharmacy Services; or Cynthia Brewer, Operations Manager. We then have a checklist we follow to make the transition from your existing pharmacy service to Checker Specialty Pharmacy as seamless as possible.