

## **Frequently Asked Questions**

### **How do I contact TFP?**

- You can contact TFP through the following methods:
  - **Phone:** 813-871-5161 (Toll free: 866-871-5670)
  - **Fax:** 813-877-2479
  - **Email:** [TFP@tfpspecialty.com](mailto:TFP@tfpspecialty.com)
  - **Text:** Digital Pharmacist Platform (Ask a TFP team member for additional info and to sign up)
  - **Mobile App:** “My Community Pharmacy” (once downloaded search for Tampa Family Pharmacy by zip code: 33637)
  - **Website:** [www.TampaFamilyPharmacy.com](http://www.TampaFamilyPharmacy.com)
- Please contact us if you have any questions or concerns. We are here to answer all your questions and can give additional information on order status, co-pay amount and assistance, claims submissions, benefit coverage, and so much more.
- If you have any adverse effects to the medication you were given, please contact your prescribing physician or your pharmacist right away.

### **When is TFP Open?**

- Hours of Operation:
  - Monday – Thursday from 8:00am until 5:30pm EST.
  - Friday from 8:00am until 12:30pm EST.
- A TFP staff member will be available to assist you through any of our methods of contact or in person during business hours.
- A Pharmacist is available 24 hours a day, 7 days a week for any questions you may have. Pharmacists are available for emergencies after hours by calling the pharmacy phone number and requesting a call back with our answering service.

### **How do I order a new prescription?**

- When your doctor sends a prescription to our pharmacy, a TFP staff member will call you to verify all your information and to set up pickup or delivery (upon request) of your new medication.
- Your doctor can e-scribe or fax a new prescription to TFP. Please note, some controlled substance medications cannot be faxed. The paper copy of these prescriptions must be brought or mailed to the pharmacy.
- Your prescription may be filled with a generic equivalent based on state law. Please ask a pharmacist if you have any questions or concerns.
- A TFP staff member will let you know if we are unable to fulfill the medication request. Suggestions on where to find the medication will be given to the patient.
- A TFP pharmacist will gladly transfer your prescription(s) to another pharmacy or health care facility at your request. In addition, TFP will offer your medication profile to the new pharmacy or health care facility.

### **How do I refill my prescription?**

- If you need to request a refill on your medication, you can do so through any of our methods of communication listed above under the “How do I contact TFP” section.
  - During business hours you can contact the pharmacy through any of our methods of communication to request your medication be filled.
  - After hours you can request a refill by calling our pharmacy phone number and leaving a non-urgent message for the pharmacy staff to complete the next business day.
  - 24/7, You can submit your refill request on our website ([www.tampafamilypharmacy.com](http://www.tampafamilypharmacy.com)) as well as through our Digital Pharmacist texting platform or through our mobile app (My Community Pharmacy)
    - When requesting a refill, please include the following in your message:
      - Your first and last name
      - Date of birth
      - Daytime phone number
      - Medication name and Rx number if available
- A TFP staff member will contact you to schedule your refill an estimated week before your refill due date.
- TFP will automatically refill and send your medications at your request. All demographics must be up to date every 90 days to continue with auto refills.
- If you run out before TFP contacts you, or you would like to order your refill early, please contact us.
- Please let a TFP staff member know if you have run out of refills and would like us to call your doctor for a new prescription.
- Please tell a TFP staff member if there are any changes with your health, insurance, or your address.
- If you need your prescription quickly, please let a TFP staff member know so your order can be expedited. If you cannot wait for a delivery, you can pick up from TFP or you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to TFP for the next refill.

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

- Our standard processing time is less than 24 hours. This does not include delivery time. If processing time is longer than 24 hours, we will contact you. We will give you additional options, so you don't go without medication.
- A TFP staff member will let you know if there are any issues that may delay your medication. For example, prior authorizations or quantity limits allowed by your insurance company. TFP will work with you and your physician to try and get any insurance issues resolved quickly. TFP staff will help determine the best way to get the medication you require in a timely manner.
- Medications are sent through our private courier, Crosstown or FedEx if your address is outside of our courier's delivery radius. Priority Overnight is available for required medications.
- Prescriptions are sent out for delivery Monday through Friday for 1-2 business day delivery.
- Some medications will require your signature for delivery. A TFP staff member will contact you to schedule the most convenient delivery time for you.

#### Why do I have to verify or update my demographic information every 90 days?

- A TFP staff member will reach out to you every 90 days through your preferred method of contact to review your current demographic information on file. The information we review includes, but is not limited to, your phone number, mailing address, email address, medical conditions, medications, allergies as well as other important information.
- Our patients' health, safety, and security are of utmost importance to us and because of this we have put policies and processes in place to ensure we are able to meet these commitments which include reviewing and updating your demographic information every 90 days for accuracy. By verifying or updating your demographic information regularly, we are able to ensure your security and are able to keep in compliance with pharmacy regulations as well as insurance company requirements.

#### Why do I have to sign a form stating that I received my medication?

- Each time a medication is sent to you for delivery, you will be required to sign a form confirming you, the patient, received the medication. This form will be sent to you by email or text through our secure DocuSign account for your convenience.
- This form is in place to ensure your security as well as a requirement to keep compliance with certain pharmacy regulations and insurance company standards.

#### How much will my prescription cost?

- Prescription cost will vary depending on your insurance.
- Because drug pricing can change daily, a co-pay cannot be determined until your claim is processed. We will then inform you of your co-pay and explain whether TFP is in network or out of network and the differences in cost. You may also call the Member Services phone number on your insurance card to get the most current information.
- If you are unable to afford the out-of-pocket cost for your medication, TFP will help find co-pay assistance, patient assistance programs, or other support and/or charitable organizations. Visit TFP Wellness Systems website to learn about Patient Assistance.

#### How can I pay for my prescription order?

- TFP accepts all major credit cards, check, cash, or money orders. If you are mailing payment, please do not mail cash.

#### How can I safely dispose of my medications?

- Visit the website below to view a list of medications that can be flushed down the toilet or see the handout provided in the welcome packet: <https://www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-fdas-flush-list-certain-medicines#FlushListLinks>
- If your medication is not on this list, please see the handout included in your Welcome Packet. There are instructions on how to dispose of your unwanted or expired medications.
- You will be notified by a TFP staff member if there is a recall on your medication and given instructions on what to do.

#### What is the Patient Management Program?

- The Patient Management Program is included at no cost to you, and you are automatically enrolled as a patient of TFP. You may opt out at any time. You may opt out of the patient management program by calling the pharmacy at (813) 871-5161, by fax at (813) 877-2479, by email [yourteam@tfpspecialty.com](mailto:yourteam@tfpspecialty.com) or in person at the pharmacy. You may also opt out when the clinical pharmacist calls to welcome you to the program and verifies that you would like to proceed with the initial assessment.
- Pharmacists will discuss with you any concerns or questions you have regarding your medication. Issues discussed include disease overview, medication, dose, when to take medication, interactions, side effects, and anything else appropriate for your specific needs.
- The benefits of this program, in addition to participating in the development of your Plan of Care, include managing side effects, improving overall health, increasing disease and medication education, and increasing medication compliance.
- The limits of this program depend on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with your medication, willing to discuss the details of your disease, medical history, and current practices with your pharmacist so she/he can have a full understanding of your situation.
- Please let your physician know you are a patient of TFP and are enrolled in our Patient Management Program. A good relationship between your doctor and your pharmacist will benefit everyone involved in your care.
- As part of the Patient Management Program you have the Rights to: know about philosophy and characteristics of the patient management program, have personal health information shared with the patient management program only in accordance with state and federal law, speak to a health professional, receive information about the patient management program, and receive administrative information regarding changes in (or termination of) the patient management program.
- As part of the Patient Management Program, you have the Responsibilities to: submit forms that are necessary to participate in the program, to the extent required by law, and give accurate clinical and contact information and to notify the patient management program of changes in this information.
- To learn more about the Patient Management Program, please call TFP and ask for a clinical pharmacist.