



227 Main Street, Fort Fairfield, ME 04742  
Phone: 207-472-1302 ♥ 1-888-422-7319  
Fax: 207-472-1580 ♥ 1-877-422-7319

[WWW.I-CAREPHARMACY.COM](http://WWW.I-CAREPHARMACY.COM)

Welcome to I Care Pharmacy!

Our dedicated team of professionals would like to welcome you to I Care Pharmacy and let you know about the services we provide. Our goal is to exceed your expectations with professional, friendly service.

### **How do I get my new prescriptions filled?**

You may mail your new prescriptions to I Care Pharmacy in the convenient postage paid return envelope provided with this packet. For faster processing, ask your physician to fax or “e-scribe” your prescriptions. Your physician may also call in your non-narcotic medication prescription by telephone.

### **How do I order a refill for my prescription?**

I Care Pharmacy offers four convenient ways for placing your refill order.

1. Our call center specialists will give you a courtesy call when your prescription is due; usually 7-14 days before your current supply runs out.
2. Contact our call center directly, Monday through Friday, 8 am to 5 pm at 888-422-7319 and request your refills.
3. After hours requests may be made through our automated phone system. Simply dial 888-422-7319 and follow the menu choices. Please have your date of birth and prescription numbers available. Remember to allow ample time for processing and shipping.
4. Go to our website at [i-carepharmacy.com](http://i-carepharmacy.com). From the “PRESCRIPTIONS” link, you can “Refill a Prescription.”

### **How do I transfer my current prescriptions from my local retail pharmacy to I Care Pharmacy?**

Simply call us with the name and phone number of your local retail pharmacy along with your medication name and prescription number(s), and we will take care of the rest.

### **Are my medications filled by a registered Pharmacist?**

Yes. Our Pharmacists are an integral part of the service we provide and are here to ensure safety and peace of mind with all of your medications. Every prescription that leaves our facility has been checked carefully by a registered Pharmacist to ensure the accuracy of your prescription.

### **What should I know about the delivery of my medications?**

Our team takes great pride in providing fast, free and confidential delivery of your medications. When you place your order, most prescriptions should arrive at your mailing address through the U.S. Postal Service (USPS) within 5 business days. Your medications are shipped in a package that does not indicate the contents. Please allow extra time during holidays and heavy Postal Service delivery schedules. Once your package leaves our facility, delivery time is solely dependent upon the USPS.

We package refrigerated products in cooler boxes with sufficient ice packs for 2 days. Please be sure to collect your package and refrigerate contents as quickly as possible.

Packages may require your signature for delivery. Please complete and return the enclosed Signature Waiver form to encourage timely delivery.

*Maine's Mail Order Pharmacy*

**Will I have a co-payment?**

Your insurance company determines the cost of your medications. It is often less expensive to purchase a 90-day supply. Be sure to mention this to your doctor.

**When is my payment due?**

Payment is due at time of services rendered. Automatic payment options are available. See the enclosed Payment Information Form for details.

**Can I talk with a pharmacist if I have questions?**

Yes! Our friendly, knowledgeable Pharmacists are available during normal business hours to answer any of your medication questions.

**Is my information kept confidential?**

Yes! Your privacy is important to us. Please review our enclosed privacy policy. If you would like someone else to be able to request refills on your behalf, please sign and return the Release of Protected Health Information form.

**When is the pharmacy open?**

Our hours of operation are Monday-Friday, 8:00 a.m. to 5:00 p.m. We are closed on select holidays. For holiday schedule information please visit our web site at [www.i-carepharmacy.com](http://www.i-carepharmacy.com). I Care Pharmacy is a closed-door facility; therefore we are unable to offer prescription pick-up services.

Please visit our web site at [www.i-carepharmacy.com](http://www.i-carepharmacy.com) for more detailed information or call us at 207-472-1302 or 888-422-7319. Join us on Facebook for the latest news and helpful health tips.

Thank you for choosing I Care Pharmacy for your prescription services. We look forward to talking with you.

All the best,

Call Center Specialist

P.S.

Please complete and return the following forms in the enclosed postage paid envelope:

- Privacy Notice – bottom portion
- Non-Signature Delivery/Non-Safety Cap Authorization
- Automatic Credit/Debit Card Authorization
- Authorization for Release of PHI

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