

## **Frequently Asked Questions (FAQs)**

### **Prescription FAQs**

#### **How do I contact you for counseling, questions, or concerns?**

Please call to speak to our pharmacist if you have any questions regarding how to properly take your medication. If you experience any adverse effects to the medication you were given, please contact your prescribing physician or our pharmacist as soon as possible. If you have an emergency, please call 911 or go to your nearest hospital's emergency department. We have a pharmacist-on-call available 24 hours a day, 7 days a week for after hours urgent needs.

**ICS Pharmacy**

**206A Jacobs Run Scott, LA 70583**

**Phone: 877-334-5548 or 337-237-6077**

**Email: [info@icspharmacy.com](mailto:info@icspharmacy.com)**

**Hours of Operation: Monday-Friday 8:00 a.m. – 5:00 p.m. CST (closed Saturday and Sunday, and all major holidays)**

#### **What areas do you service?**

ICS Pharmacy is licensed to provide services to patients located in Florida, Georgia, Kentucky, Louisiana, Minnesota, Mississippi, New York, North Dakota, South Dakota, Tennessee, and Texas.

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

Your physician or authorized prescriber may call in, e-scribe, fax, or mail in a new prescription. If our pharmacy has already received your prescription and placed it on file for you, please call the pharmacy to place your order, pay for your prescription, and set up a shipment during regular business hours.

#### **How do I order a REFILL of my prescription?**

You can call the pharmacy and speak to a member of our team to request a refill of your prescription during regular business hours.

#### **How much will my prescription cost?**

Prescription cost varies depending on the medication ordered, quantity ordered, and dose ordered. If you have questions about a specific medication, quantity, and dose, you can call the pharmacy during regular business hours and a member of our team will answer your questions.

**Do you take insurance?**

ICS Pharmacy does not take prescription insurance at this time.

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

ICS Pharmacy accepts all major credit cards, checks, cash, or money orders. If you are mailing your payment, please do not mail cash.

**How long does it take for me to receive my prescription?**

A member of our care team will call you 1-3 business days after receiving your prescription to confirm your delivery address, review any medication allergies, collect payment, review your medication therapy, provide instructions for use, and answer any questions you may have. Once payment is processed, your medication will ship out within 1-2 business days.

**How will I receive my prescription?**

Medications are sent via FedEx, UPS, or courier delivery driver. We ship medications Monday-Friday with the exception of medications that are temperature sensitive. Once shipped, delivery can be expected in 1-2 days. When necessary, ice packs are used to maintain product stability.

**Can I return my medication?**

Prescription medications cannot be returned to the pharmacy. If you suspect your medication is defective, please call the pharmacy.

**General FAQs****How can I safely dispose of my medications?****Drug take-back events:**

To dispose of prescription and over-the-counter medications, call your city or county government's household trash and recycling service and ask if a drug-take back program is available in your community. Some counties hold household hazardous waste collection days, where prescription and over-the-counter drugs are accepted at a central location for proper disposal.

**Household Disposal Steps:**

1. Take your prescription drugs out of their original containers.
2. Mix drugs with an undesirable substance, such as cat litter or used coffee grounds.
3. Put the mixture into a disposable container with a lid, such as an empty margarine tub,

or into a sealable bag.

4. Conceal or remove any personal information, including Rx number, on the empty containers by covering it with permanent marker or duct tape, or by scratching it off.
5. The sealed container with the drug mixture, and the empty drug containers, can now be placed in the trash.

*Source: EPA, Drug Disposal Guidelines, Office of National Drug Control Policy, October 2009*

### **How do I report a concern or complaint?**

You have the right to express concerns, dissatisfaction, or make complaints about services you did or did not receive without fear of retaliation or interruption of services. **If you have a complaint, please call ICS Pharmacy at 877.334.5548, press option 0 and ask to speak to a manager or complete the Patient Concerns / Grievances Form located on our website** (Resources > Grievances). A member of our management team will contact you within 3 business days of receipt of the complaint/concern.

## **Billing FAQs**

### **How can I get a receipt for my online payment?**

Receipts are sent via email address on file at time of payment. If you did not receive your receipt and/or need an additional copy of your receipt, please call 337-237-6077, select option 0, and ask to speak to someone in billing.

### **Can I use my FSA/HAS card to make payment?**

For your convenience, FSA and/or HSA cards can be used at ICS Pharmacy for qualified medical expenses. However, FSA and HAS cards can only be processed at the time of purchase, and cannot be accepted for payment on your account at any time after the point of sale.

### **What if I have questions about a charge?**

Call 337-237-6077, select option 0, and ask to speak to someone in billing.