

FAQ



1. Does my Medicare A & B card cover prescriptions?

No, it covers doctor visits and hospital stays. You need a separate Medicare Part D card for prescriptions. For example, if you have a Medicare card for doctor visits, you will need another card for your medications. **We are here to help you understand your coverage and find the right card for your prescriptions.**

2. What is a Prior Authorization (PA)?

- Sometimes, your doctor needs to fill out a form to get approval from your insurance to pay for certain medications. **We will assist you and your physician(s) with the PA process to ensure you get the medications you need.**
- Ensure you provide your physician(s) with the physician card for your respective community.

Attention MDs/Prescribers for:

If PharMerica is your patient's pharmacy choice, please e-prescribe any new medication orders or refill needs to the pharmacy location below through your e-prescribing software and the Surescripts network:

When submitting an e-script for your patient, the patient's address must match the address of the community as noted above to eliminate potential delays.

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3. Why did I get a bill when I have insurance?

Not all services are covered by insurance. Check your insurance plan to understand what is covered. Contact your insurance company for questions about your benefits. For example, if your insurance doesn't cover a certain type of therapy, you will get a bill for it. **We are here to help you understand your insurance coverage.**

4. Do we process claims for hospice care?

We need to be notified about hospice coverage. Please let us know as soon as possible so we can update our records and bill correctly. For instance, if you start receiving hospice care, tell us right away so we can adjust your billing. **We are here to support you during this transition and ensure your medications are billed correctly.**

5. Is PharMerica Senior Living Pharmacy an "in-network" pharmacy with my plan?

Yes, PharMerica Senior Living Pharmacy is an "in-network" pharmacy for most Part D, commercial, and Medicaid plans in your state and across the U.S.

- We are a long-term care pharmacy, serving assisted living communities, nursing homes, and similar facilities.
- Your plan may list us as a "Standard Pharmacy," which might have different co-pays compared to "Preferred" retail pharmacies.



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6. Can PharMerica Senior Living Pharmacy lower my co-payments or deductibles?

No, we cannot lower your co-payments or deductibles. These amounts are set by your insurance plan.

7. What types of Medicare coverage exist, and which one do I choose?

- **Medicare Part A:** Covers hospital stays, the first 100 days in a nursing facility, hospice, and home health care.
- **Medicare Part B:** Covers outpatient doctor visits, vaccinations, screenings, and medical equipment (e.g., wheelchairs).
- **Original Medicare:** Includes Part A and Part B, allowing treatment by any doctor or hospital that accepts Medicare.
- **Medicare Part C (Medicare Advantage):** Bundles Parts A & B through private insurance companies. Choose based on in-network providers, deductibles, and out-of-pocket costs.
- **Medicare Part D:** Covers prescription drugs and select vaccines. Provided by private insurance companies that set premiums and drug prices.
- **Medigap (Medicare Supplemental Insurance):** Extra coverage bought from private companies to help cover your share of Original Medicare costs. Plans are standardized, meaning the same benefits regardless of the insurance company.

We are here to help

If you have any questions or need assistance, please call our billing team at **(888) 588-1633**.

The team is available **Monday to Friday from 9:00 AM to 8:30 PM EST** to help you with any concerns or questions.

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