

Important Pharmacy Reminders



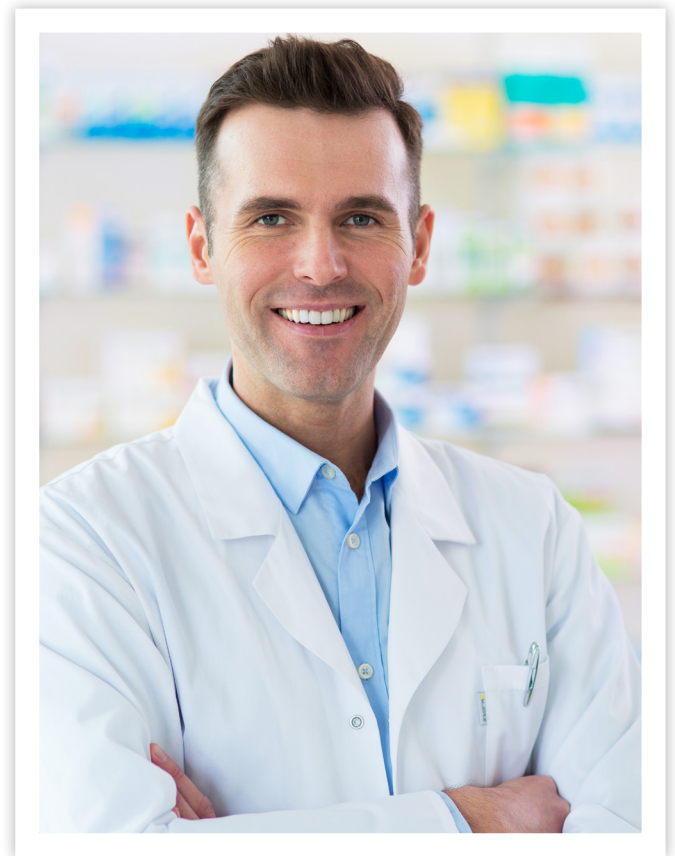
As the community navigates the ongoing COVID-19 pandemic, pharmacies continue to serve a vital role for millions of Americans with prescription medication. When seeking medications or other pharmacy services, please do your part in helping keep our community safe by practicing these pharmacy tips.

• Do Not Panic

- Pharmacies will stay open during this challenging time to provide the needed medications and services to the community. Stockpiling extreme supplies of medications is not necessary.
- In response to COVID-19, AultCare has implemented an emergency refill too soon policy. This policy allows for early refills if a member would like to receive their medications early. Pharmacies have been given the ability to use their judgment to allow an exception for early refills.

• Be Helpful

- Pharmacies are working diligently to provide an efficient level of service during these uncertain times. Please be courteous and kind. You may experience longer than usual wait times, and this could be due to a number of reasons.
 - » **Be resourceful.** Offer to help with phone calls to your doctor's office for refills or calls to your insurance company to help resolve issues.
 - » **Be patient.** Wait times are expected to increase due to the high demand for pharmacy services.
 - » **Keep your distance.** Pharmacy waiting areas can be small. Please follow CDC recommendations and practice social distancing by standing 6 feet away from fellow customers.



Important Pharmacy Reminders



• Stay At Home If You Can

- Staying home and avoid going out in public is the best way to limit the spread of COVID-19. Pharmacies offer a variety of services where you can stay home and still receive your medications.
 - » **Filling a prescription.** Ask your prescriber if a prescription can be sent to the pharmacy electronically or phoned in.
 - » **Sign up for notifications.** Ask your pharmacy if you can be notified when medications are ready to be picked up. Remember to read these notifications completely. Notifications may be sent to let you know if any issues came up during the filling process.
 - » **Use the drive-thru.** Most pharmacies offer drive-thru services for patients to pick-up their medications without having to come into the store. Keep in mind the drive-thru is meant for medications and not intended as an alternative to shopping in the store.
 - » **Delivery.** Ask if delivery is an option at your pharmacy or if your plan offers mail order service.
 - » **Extended day supply.** Many benefit plans allow members to fill a 90-day supply of their medication to reduce the number of times you have to visit the pharmacy. Extended day supplies are considered a normal pharmacy service and do not apply to stockpiling.

• Continue to Take Your Medications

- If you are on routine medications, it is important to continue to fill and take your medications regularly. We need to continue to do our part to allow health systems to focus on fighting this pandemic, and that includes taking our medications regularly.

• Store Hour Adjustments

- Many stores are adjusting their hours to meet the changing regulations and increased volume to ensure store employees are given time to restock shelves and sanitize the store.
- Additionally, pharmacies/grocery stores have been providing store hours exclusively for age 60+ and community members whose health may be compromised.

Thank you for your flexibility and cooperation during this uncertain time. As a community, if we follow the guidance and take care of one another, we will be able to do our part and flatten the curve.