



DENVER HEALTH SPECIALTY PHARMACY DELIVERY PROGRAM

Pharmacy Delivery Tips

- Prescriptions must be a specialty drug written by a Denver Health provider.
- Send the sign-up form and prescriptions to Denver Health I.D. Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204.
- Please allow up to 7-10 work days for delivery.
- Credit card is the only method of payment.
 - Denver Health Medicaid Choice - a credit card is not needed, unless you wish to receive medications that are not a covered benefit by your drug plan.
 - Call your health plan at the phone number on the back of your ID card to find out what drugs are not covered.
 - All other plans must have a credit card on file.
- All orders are delivered by the FedEx via priority shipping or same day delivery.
- **All controlled substances and maintenance drugs must be delivered with the specialty medication(s). A signature is required upon receipt. If there are no specialty medications, the controlled substance and maintenance drugs must be picked up at the pharmacy.**
- To refill specialty prescriptions:
 - Call 303-602-8726 option 1
 - Order online at [MyChart](#)
 - Use the MyChart smartphone app

Sign-Up Form

Please fill out this form to sign up for the Denver Health Specialty Pharmacy Delivery program. This program can only be used for deliveries within the state of Colorado. By filling out this form you understand your address and contact information must be up-to-date.

If medication is delivered to the wrong address because you did not update your address, your drug plan may not cover a new order to be shipped.

PRIMARY PATIENT INFORMATION

Name: _____ Date of Birth: _____

Address: _____

City, State, Zip: _____ Phone Number: _____

Email Address (so we can contact you when prescriptions have shipped and/or if any issues come up): _____

Please check box if this is a change of address

INSURANCE INFORMATION

Please write down the insurance information on your card below:

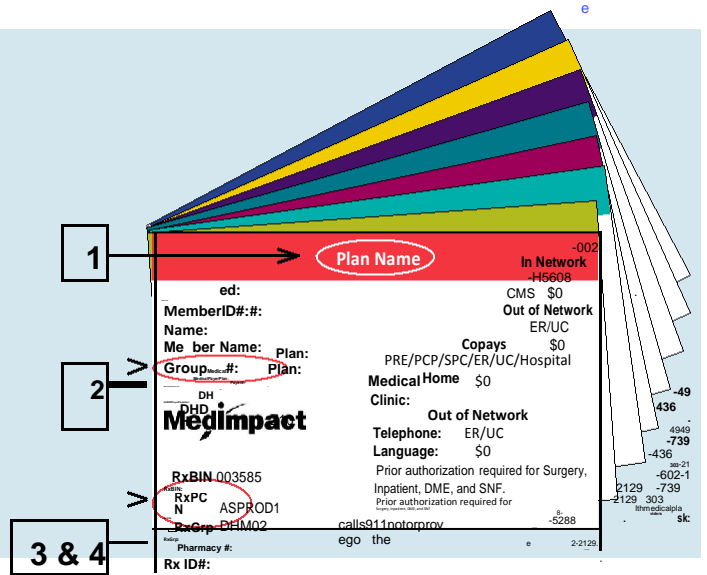
1 Plan Name: _____

2 Medical Record # MRN: _____
(if available)

3 RxGrp: _____

4 Rx ID#: _____

5 Pharmacy plan phone number (back of the card)



PAYMENT INFORMATION

Orders with copayments or that are not covered by your insurance plan will not be sent without payment - Credit Card Only.

† Denver Health Medicaid Choice members do not need to have a credit card on file, unless you wish to receive medications by mail that are not a covered benefit by your drug plan.

Credit Card Number*: _____

Credit Card Expiration: _____ Circle one: Visa Mastercard Discover

Signature: _____ Date: _____

Credit card will be kept on file unless declined by checking this box†: _____

Have questions or need to change your address?

Call Specialty Pharmacy Service Team at **303-602-8726, option 1** or

toll free at 1-888-664-0373 Monday-Friday, 8am-5:30pm

Frequently Asked Questions

What Prescription Delivery Options Does the Specialty Pharmacy Provide?

You can always pick up your specialty medication(s) from our pharmacy or a free overnight delivery via FedEx to your home, can be scheduled. FedEx delivers Monday through Saturday (Tuesday through Saturday if the medicine requires refrigeration). Or a courier can schedule same day Monday through Friday between 9am to 5pm with a signature upon receipt. If you cannot accept the package, it can be left at another approved location; however, a signature of the recipient upon receipt is requested.

How Do I Sign up for the Specialty Pharmacy Delivery Program?

Call or make an appointment to see your Denver Health provider. Ask your provider to electronically send prescriptions for all of your specialty medications to the Denver Health I.D Pharmacy. Complete the sign-up form and drop off or mail form to Denver Health I.D. Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204. To use this service, prescriptions MUST be categorized as a specialty medication and written by a Denver Health provider.

How Long Will It Take to Receive My Prescriptions?

Although most orders are shipped within 48 hours, please allow 7-10 business days prior to running out of medication. For most medications, specialty pharmacy will not refill prescriptions until insurance pays for the prescription (i.e. insurance will not pay for prescriptions too early). Additionally, refills are not sent automatically. You must request refills through the telephone or online by using the [MyChart](#) app.

What If a Drug Is Not Covered by My Insurance?

If your insurance does not cover a specific drug, specialty pharmacy staff will contact you to discuss your options.

How Do I Refill My Prescriptions?

You may order refills by calling 303-602-8726 option 1, [ordering online at MyChart](#), or by using the MyChart smartphone app.

How Do I Refill My Prescriptions Online?

[Go to MyChart](#). If this is your first time using MyChart, please have the MyChart Activation Code given to you by your physician's office readily available.

Do I Have to Send in a New Prescription Each Time I Order My Medication?

No. As long as your prescription has remaining refills and is not expired, the specialty pharmacy will be able to refill it. A new prescription is needed only when there are no refills remaining, your prescription expires, or your provider changes your medications. Check your medication bottle label for the number of refills remaining and expiration date.

What If I Decide I Do Not Want the Prescription After I Receive It?

Due to pharmacy regulations, the pharmacy is not allowed to return medications once they have left the pharmacy. Once the prescription is dispensed and shipped, your copay cannot be refunded. Our specialty pharmacy service team will confirm medications before setting up a delivery.

Can I Get a Prescription for a Controlled Substance or Other Maintenance Medication Delivered?

All controlled substances and maintenance drugs must be delivered with the specialty medication(s). A signature is required upon receipt. **If there are no specialty medications, the controlled substance and maintenance drugs must be picked up at the pharmacy. Examples of controlled substances include narcotics, stimulants, and sedative. Examples of maintenance medications include diabetes and blood pressure medications.**

What If I Want My Prescriptions Shipped to a Different Address?

Due to pharmacy regulations, we can only deliver your prescriptions within the state of Colorado. If your address changes within the state of Colorado, please call our specialty pharmacy immediately at 303-602-8726 option 1 to change it or complete and mail an updated sign-up form to Denver Health I.D Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204. Please be sure to mark on the form that this is a change of address.

What If I Want to Pick up My Prescriptions?

You can always pick up your specialty medication(s) from our pharmacy. Our specialty pharmacy service team will confirm pick up and/or delivery options with each specialty medication refill. If a delivery option was set up but modifications needs to be made, please call our specialty pharmacy immediately at 303-602-8726 option 1 to discuss the changes.

How Do I Know What My Copayment Is?

You will receive a receipt with your prescriptions for the amount charged to your credit card, if payment is required. You can find copay information in your plan's member handbook or call your plan at the phone number listed on the back of your ID card. Remember, your plan requires generic drugs are used when available. This means if you fill a prescription with a brand name drug when a generic is available, you will have to pay the copay plus the difference in cost between the generic and the brand name drug. If your provider feels you need the brand name drug, they can fill out a prior authorization request form to tell your health plan why the brand is needed. If it is approved, you will only need to pay the brand copay.

How Do I Pay for My Prescriptions?

Prescriptions can be paid for by Visa, MasterCard, or Discover. Please include the credit card number on the sign-up form or your convenience; the pharmacy can maintain an account for you with credit card information for future payments. This information is kept in an encrypted file to ensure security and confidentiality; however, you do have the option of declining to keep this information on file. If you choose to keep this information on file with the pharmacy, future prescriptions will be charged to this credit card, unless otherwise specified. If there is no credit card on file, your prescription delivery will be delayed until the pharmacy can obtain payment. We do not take credit card information over the phone.