

Denver Health Medical Center

PHARMACY

Delivery by Mail

for Denver Health Medical Plan Members

FAQs

FREQUENTLY ASKED QUESTIONS

How do I use the Denver Health Pharmacy Delivery by Mail program?

Call or make an appointment to see your Primary Care Physician (PCP) at Denver Health Medical Center. Ask your PCP to write 90-day prescriptions with 3 refills for all of your maintenance medications. Complete the REGISTRATION/ ORDER FORM, enclose the hard copies of your new 90-day supply prescriptions, and mail to Denver Health Central Fill Pharmacy, 500 Quivas Street, Suite A, Denver, CO 80204. Complete one form per member. Remember, to use this service prescriptions MUST be 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 your running out of medication. The Pharmacy Delivery by Mail will not refill prescriptions until 75% of your last mail order prescription has been exhausted. For a 90-day supply, this is 68 days from the time of the last fill date. For example, if you received a 90-day supply of medication on January 1, you would not be able to request a refill until March 10th. Refills are not sent automatically. You must request refill through the telephone refill system or online.

What if a drug is not covered by my insurance?

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

How do I refill my prescriptions?

After you have received your prescriptions by mail for the first time, you may order refills by calling the automated refill line at 1-866-DH-REFIL (347-3345) or by ordering online at www.denverhealthmedicalplan.com and click on the Refill icon. Refills cannot be processed until 75 % of the supply is exhausted from your previous fill (68 days on a 90-day supply).

How do I refill my prescriptions using the automated telephone system?

Call 1-866-DH-REFIL (347-3345) and follow the instructions to refill prescriptions. Please have your prescription number(s) and credit card number readily available.

How do I refill my prescriptions online?

Visit www.denverhealthmedicalplan.com and click on the Refill icon. Please have your birth date, prescription number(s), and credit card number readily available.

What is my prescription number?

Your prescription number is notated on the prescription label and appears as "Rx number".

What are the benefits of using the Pharmacy Delivery by Mail Service?

Pharmacy Delivery by Mail is a convenient way to have your prescriptions filled for a 90-day supply and delivered to your home, while saving significant copay dollars. Your copay for a 90-day supply is the equivalent of two 30-day copays. Because Pharmacy Delivery by Mail prescriptions are for a 90-day supply, you will only need to have your prescriptions filled 4 times a year.

Do I have to send in a new prescription each time I order my medication?

No. As long as your prescription is written for a 90-day supply, has remaining refills and is not expired, the pharmacy will be able to refill it. A new prescription is needed only when there are no refills remaining, your prescription expires, or your physician changes your medications. Check the labels of your medications for the number of refills remaining and expiration dates.

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 premises. Once the prescription is dispensed and shipped, your copay cannot be refunded.

Can I get a prescription for a Controlled Substance or a refrigerated drug filled through the Pharmacy Delivery by Mail service?

No. All controlled substances must be picked up at a Denver Health Pharmacy. Examples of controlled substances include narcotic analgesics, stimulants, and sedatives. Drugs needing refrigeration cannot be mailed.

How will my prescription order be mailed?

Your medications are generally sent through the U.S. Postal Service. The return address of the package will not indicate that the package is from a pharmacy.

What if I want my prescriptions shipped to a different address?

Due to pharmacy regulations, we can only ship your prescriptions within the state of Colorado. If your address changes within the state of Colorado, please call our customer service department at (303) 436-8254 or complete and mail an updated Pharmacy Delivery by Mail REGISTRATION/ORDER FORM to 500 Quivas Street, Suite A, Denver, CO 80204. Please be sure to indicate on the form that this is a change of address.

What is a maintenance drug?

Maintenance drugs are long-term medications that are not new or first time fills. Controlled substances and all injectables except insulin cannot be filled through the Pharmacy Delivery by Mail program. Due to plan quantity limits, there are certain medications that cannot be filled through this program. For a complete list of Managed Drug Limitations, please refer to the plan formulary or call Pharmacy Customer Service at 303-436-8254.

What if I want to pick up my Pharmacy Delivery by Mail prescriptions?

Unfortunately, the Central Fill Pharmacy is not equipped to handle walk-in traffic, so all Pharmacy Delivery by Mail prescriptions must be mailed and cannot be picked up at the pharmacy.

How do I order new prescriptions from Pharmacy Delivery by Mail once I have enrolled?

If you are already enrolled in Pharmacy Delivery by Mail, simply fill out the Patient Information and Payment sections of the Pharmacy Delivery by Mail Registration/Order Form, enclose the hard copies of your prescriptions, and mail to Denver Health Central Fill Pharmacy, 500 Quivas, Suite A, Denver, CO 80204. In addition, you can also ask your provider to fax prescriptions directly to the pharmacy at 303-436-8259. Federal law prohibits the pharmacy from accepting prescriptions faxed by the member.

Can my provider fax prescriptions in for me directly to the Pharmacy Delivery by Mail?

As long as you are enrolled in the Pharmacy Delivery by Mail program with a valid credit card on file, your doctor can order prescriptions directly to the Central Fill pharmacy online or by fax at 303-436-8259. Federal law prohibits the pharmacy from accepting prescriptions faxed by the member. Please be sure to remind your provider to indicate "Pharmacy Delivery by Mail" on all faxed prescriptions so that the pharmacy knows to mail your prescription. Telephone prescriptions will NOT be accepted.

How do I know what my copayment is?

Your copayment will be the twice the copay for a 30-day supply at the Denver Health Pharmacies. You will receive a receipt with your prescriptions for the amount charged to your credit card.

Remember, DHMP requires the use of generic drugs when available because they are clinically equivalent and more cost effective. Unless you or your doctor specify, all brand name prescriptions will be substituted for generics. In most cases, your PCP must submit a prior authorization drug request form if there is a generic available, but specifies brand name only. If you request a brand name drug when a generic is available, you must pay the higher copay plus the difference in cost between the brand and generic. If there is no generic substitution available, this does not apply.

How do I pay for my prescriptions?

Prescriptions can be paid for by Visa, MasterCard, or Discover. Please indicate credit card number on the REGISTRATION/ORDER FORM. For 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 for you and your dependents will be charged to this credit card, unless otherwise specified. Credit card numbers can also be entered and changed via the touch tone refill line or the internet refill website. Please be advised that if there is no credit card on file, your prescription delivery will be delayed until the pharmacy can obtain payment.

Questions?

Call the Denver Health Medical Center
Pharmacy Customer Service Line
at (303) 436-8254

Monday - Friday, 9 am - 5 pm

