

# Filling Prescription(s) thru the Outpatient Pharmacy FAQs for Employees/Dependents

**1. Will I be able to get my covered medication prescription(s) filled at the El Camino Hospital Outpatient Pharmacy if I am enrolled in the hospital's Aetna HMO or Aetna HMO Narrow Network with OptumRx prescription plan?**

Yes, any MV and/or LG employee or dependent(s) on the OptumRx plan will be able to get their covered medication prescription(s) filled here, unless they are specialty medications. Continue reading to see how you can save money by filling your prescriptions thru the outpatient pharmacy. **Copay's on maintenance medication are even lower than the mail-order pharmacy.**

**2. Can I get my 90 day supply for maintenance covered medications filled at the El Camino Hospital Outpatient Pharmacy?**

Yes, we are able to fill your 90 day supply for your maintenance medications (except for specialty medications) here at the El Camino Hospital Outpatient Pharmacy. Your copay will be even lower than what OptumRx mail-order pharmacy charges (Effective 1/1/2020). We hope that many employees find the use of the El Camino Hospital Outpatient Pharmacy to be a safe and convenient alternative to mail order and it's cheaper.

**3. Will I be able to fill prescriptions for my dependents?**

Yes, your dependents on one of the Aetna HMO plans with



**Outpatient Pharmacy**

2500 Grant Road | Mountain View, CA 94040

Phone: 650-988-8240 | Fax: 650-988-8245

[elcaminohealth.org/pharmacy](http://elcaminohealth.org/pharmacy)    

OptumRx will be able to fill their prescriptions here, including their 90 day supply of their maintenance prescriptions (except for specialty medications).

**4. How do I go about getting my prescriptions filled here?**

You can provide your prescription information to the El Camino Hospital Outpatient Pharmacy staff we will be more than happy to transfer your prescriptions to El Camino Hospital Outpatient Pharmacy. (Fill out the attached confidential patient profile/transfer form and fax to the pharmacy). In addition, you can have your physician electronically prescribe your prescriptions to the pharmacy.

**El Camino Hospital Outpatient Pharmacy**  
**Phone: 650-988-8240 Fax: 650-988-8245**

**5. Can my physician send my prescription electronically to the El Camino Hospital Outpatient Pharmacy?**

Yes, the Outpatient Pharmacy is able to receive electronic prescriptions. The pharmacy is listed as "El Camino Hospital Outpatient Pharmacy" in the national database of pharmacies. Your physician's office can also search for the pharmacy by our phone number (650-988-8240).

**6. Do I need to update my preferred pharmacy choice with my physician office?**

Yes, we would **highly recommend** that you update your pharmacy preference choice with



your physician office (either electronically through their portal or by calling the office). This will help ensure that there are no delays in filling or refilling your prescriptions at the El Camino Hospital Outpatient Pharmacy.

## 7. Can I still go to my local pharmacy (for example, Walgreens, CVS, etc.) if the El Camino Hospital Outpatient Pharmacy is closed?

Yes, you can still use your local pharmacy to fill prescriptions in the event the outpatient pharmacy is closed. Your copays for a 30 day supply will be the same.

You will NOT be able to get a 90 day supply on your maintenance medication at your local pharmacy. You can only obtain 90 day supply of your maintenance medication at **reduced copay thru the Outpatient Pharmacy** or at the standard copay thru the Mail-Order Pharmacy.

You will also end up paying higher copays on a 30-day supply of maintenance medications if you do not switch to the El Camino Hospital Outpatient Pharmacy or Mail-Order pharmacy after three months.

## 8. Do I save money by using the Outpatient Pharmacy?

Yes. On maintenance medication(s) you have the ability to fill 90 day supply of your medication(s) through the Outpatient Pharmacy at reduced copay vs. filling 30 day supply at your local pharmacy.

You will end up paying **higher** copays on a 30-day supply of maintenance medications if you do not switch to the El Camino Hospital Outpatient Pharmacy or Mail-Order pharmacy after three months. El Camino Hospital Outpatient Pharmacy copay is even lower than the mail-order pharmacy starting 1/1/2020. Please note that some copay's will be even

lower than listed below depending on type of medication (eg. birth control etc).

Covered Medication	Generic Meds	Brand Meds
ECH Outpatient Pharmacy (30 day supply)	\$5	\$20
Maintenance Medication thru ECH Outpatient Pharmacy (90 day supply)	\$5	\$20
Local Pharmacy (restricted to 30 days supply per fill only)	\$5	\$20
Maintenance Medication thru Local Pharmacy (restricted to 30 day supply per fill; after 3 fills your copay will double)	\$10 for a 30 day supply	\$40 for a 30 day supply
Local Pharmacy (90 day supply)	not allowed	not allowed
OptumRx Mail Order (90 days supply)	\$10	\$40

## 9. I have a different prescription plan from the El Camino Health Employee OptumRx plan. Will I be able to use the pharmacy?

Yes, we are contracted with most third parties like any other retail pharmacy. Please contact us to verify.

## 10. Do you have to be an employee of El Camino Health to use this pharmacy?

No, anyone may use this pharmacy like any other retail pharmacy. Please encourage your patients, colleagues and family member to use us!

## 11. I work night shift at MV, can I still use the outpatient pharmacy and where can I pick up my medication?

Yes, you can also use the outpatient pharmacy. Night shifts employees at MV can pick up their medications from the MV Inpatient Pharmacy window located on the ground floor across from

the Central Supplies window. To ensure there is no interruption to patient care; pick up times will be limited between 10:30pm thru 11:30pm. Night staff must have a payment on file with the outpatient pharmacy.

## **12. How do I refill my prescriptions?**

- a) App: Download the **FREE RxLocal\* App**.
- b) Website (RxLocal\*):  
**elcaminohealth.org/pharmacy**
- c) Phone: **650-988-8240**.

\*Set up for RxLocal requires you fill a prescription first thru the outpatient pharmacy so you can link to an active profile in the system.

## **13. Will employees and covered dependents from Los Gatos be able to use the El Camino Hospital Outpatient Pharmacy?**

Yes, we are able to fill and refill prescriptions for employees and covered dependents and deliver it for pick-up at the Los Gatos Inpatient Pharmacy. The courier picks up deliveries for the Los Gatos campus from the Outpatient Pharmacy at Mountain View on Monday through Friday at 9:15am, 11:10am, 1:30pm, 3:40pm. Typically, arrives to LG Inpatient Pharmacy within 30-45 mins after pickup from MV campus.

\*Arrival times subject to change based on traffic patterns to delivery location.

## **14. How do I pay for my medication if they are delivered to the Los Gatos Inpatient Pharmacy or for MV Night Shift employees?**

The El Camino Hospital Outpatient Pharmacy will call you to get payment details over the phone prior to the medication being delivered to Los Gatos Inpatient Pharmacy or for MV Night Shift staff. You will have to securely store your payment information on file for future copay(s); this is similar to the option provided by the mail-

order pharmacy. You will ALWAYS receive a payment receipt with your prescription delivery. LG staff and MV night shift staff must have a card on file.

## **15. Can I use my FSA card to pay for my prescription(s)?**

Yes, the pharmacy is able to process these card(s) for your prescription purchases.

## **16. Patient Forms and RxLocal Instructions**

New Patient Form, Prescription Transfer Form and RxLocal help guides is available on Engage - (Pharmacy Hub)

## **17. Can you use your FSA/HSA payment cards?**

Yes, you are able to use your FSA/HSA cards to pay for your prescription(s) copay. Based on the product limits set by your cards you can even use it to purchase some OTC products as well.

## **18. What is MedsOnCue videos?**

MedsOnCue enhances the patient experience by creating a more informed patient who is well versed about the medication(s) they take. Just scan the QR code on your ECH prescription label or register receipt to learn more about your medication(s). Also, helps the environment by helping reduce paper waste.

## **19. Pharmacy Star Rewards Program**

Earn points (\$1 = 1 point) for filling your prescriptions thru the outpatient pharmacy. Once you reach 100 points you will get a star reward card to get 10% off one transaction in the pharmacy on OTC products. You can also use this card to get 10% off one transaction at any of our hospital gift shops. Some restrictions do apply.

## 20. Questions??? Call us.

**El Camino Hospital Outpatient Pharmacy**

**Phone: 650-988-8240**

**Fax: 650-988-8245**

**Website: [elcaminohealth.org/pharmacy](http://elcaminohealth.org/pharmacy)**

**WE NOW OFFER A NEW WAY TO LEARN ABOUT YOUR MEDICATIONS!**



**BY SCANNING THE QR CODE ON YOUR PRESCRIPTION YOU CAN NOW:**

- 1** Locate the QR code on your prescription label.
- 2** Open the iPhone camera, Google camera, or any other QR code reader and hold the camera 6 inches above the QR code to scan.
- 3** Click the drop down link to watch a short video and see other information. See reverse side for more features!

- Watch a short video about your medications. See reverse side for instructions on how to access.
- Read the information sheet normally printed on paper by pressing the "inform me" button.
- View a high quality image of your medication located in the "menu" button.
- Share information about your medication with friends, family, or your healthcare team.

Let's take a minute to talk about your medication.

✓ On demand and easy to understand  
✓ Reduces paper waste  
✓ Better for the environment

POWERED BY:

**RxLocal**

**DID YOU KNOW WE HAVE AN APP?**

LOOK FOR THIS ICON

**Mobile Refills**

**In App Messaging**

**Reminders**

**TEXT RXLOCAL TO 64890**

**SEARCH RXLOCAL**

Download on the **App Store**

GET IT ON **Google Play**

\*Message and data rates may apply. Message frequency varies. Text STOP to opt-out. Text HELP for help. For Terms & Conditions visit [rxlocal.us/terms](http://rxlocal.us/terms). For our Privacy Policy visit [rxlocal.us/privacy](http://rxlocal.us/privacy).