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## Frequently Asked Questions

### Who is Gentry Health Services?

- Gentry Health Services is the wholly owned and operated specialty pharmacy of Discount Drug Mart. Built on the same values of customer service and convenience, Gentry Health Services provides support for specialty medications that you can still pick up at your Discount Drug Mart location or have shipped directly to you.

### How do I contact you?

- Please call us toll free at 1-844-443-6879 if you have any questions. Examples of assistance from Gentry Health Services over the phone include:
  - Urgent or Emergency /Disaster Assistance (ask for Pharmacist or Management)
  - Clinical Questions (medication questions, side effects)
  - Benefit coverage questions (copy info, claims processing/submission and claims payment)
  - Order status (in process, delays, projected delivery date, etc.)
- Or, visit us on the web at [GentryHealthServices.com](https://www.GentryHealthServices.com)
- Hours of Operation (subject to change):
  - Monday-Friday 8 a.m. - 5 p.m. excluding holidays.
  - You will always have access to a clinician 24 hours a day, 7 days a week, to answer your questions regarding your medication therapy. If you have an urgent issue after hours, please call 844-443-6879 and follow the prompts to leave a message for our on-call clinician to respond as soon as possible. In the event of a true emergency, please dial 911. For any non-urgent inquiries, your message will be returned within 1 business day.

### How do I order a new prescription?

- You can mail your new prescriptions to:

Gentry Health Services  
33381 Walker Rd, Suite A  
Avon Lake, Ohio 44012
- Please include your first and last name, address and date of birth, with a phone number to contact you if there are any questions.
- Your Doctor can call Gentry directly, fax to 1-844-329-2447, or send an e-prescription to Gentry Health Services. Check with us first if you have any questions.
- If you have an existing prescription you would like to transfer to Gentry Health, contact our pharmacy for additional guidance.

### How long does it take to receive my prescription?

- Our standard processing time at Gentry Health Services Specialty Pharmacy is normally less than 24 hours. This does not include delivery time. If processing time is longer than 24 hours we will contact you to notify you of options so you are not without medication.

If you mail your prescription order request, please allow extra time for Gentry to receive the mailed prescription for processing and delivery of your shipment. We ship directly to your home, doctor's office, or any Discount Drug Mart location for pick-up. Overnight priority shipping is used when required.

- A Gentry Health Services Patient Care Coordinator will call you to arrange delivery of your medication. If a signature is required, they will coordinate a delivery time with you so someone can be available to accept your prescription.

### How do I refill my prescription?

- Gentry Health Services will call to schedule your refill approximately one week before you are scheduled to run out of medication. Most insurance companies will allow you to refill your prescription a few days in advance. Ordering your refill in advance ensures you will receive your medication before you run out.
- Don't worry about ordering your refill too soon - we will place it on hold until the date your prescription is payable by your insurance.
- If your doctor has made a change in your medication or directions, please make sure to tell us to prevent any delays.
- Please remember to always inform Gentry Health of any changes to your insurance, address, or the need to expedite your order.

By phone: If for some reason you run out of medication before we contact you, or you would like to order your refill in advance, you may contact us at 1-844-443-6879. Please have your prescription number(s) available to place your order.

By Web: You may visit us on the web at [GentryHealthServices.com](https://www.GentryHealthServices.com).

By Mail: You can mail your refill prescription request to:

Gentry Health Services  
33381 Walker Rd, Suite A  
Avon Lake, Ohio 44012

*Please include your first and last name, address and date of birth, with a phone number if there are any questions.*

## When I run out of refills, do I need to mail a new prescription to Gentry?

- If your prescriber provides you a written prescription, that is certainly an option. However, for your convenience, you can have your prescriber submit your prescription to Gentry Health Services electronically, by fax, or verbally over the phone.

## How much will my prescription cost?

- Most of the time we can answer this when you call us. In the event that we cannot, we will help direct you to your insurance plan who can provide the most accurate information about cost. You may also call the Member Services phone number on your prescription insurance card to get the most current information. Because drug pricing can change on a daily basis, a final determination of your cost cannot be made until your claim is processed.
- If you are unable to afford the out of pocket cost for your prescription, Gentry Health Services will try to identify assistance programs from the manufacturer, patient assistance programs, or other support and/or charity organizations for support.

## Gentry Mission Statement

- At Gentry Health Services, we are an actively involved care partner helping to create a pathway to better health for our patients. Our team of professionals are committed to highest standards of quality, safety, and convenience in the services we provide with the goal of delivering positive clinical outcomes and 100% patient satisfaction.

## What should I do in case of an emergency?

- In the case of a true emergency, you are advised to call 911 to obtain immediate care for your emergency. If you have ingested product outside of indicated use, please call poison control at 800-722-1222. If you are experiencing a mental health crisis or have suicidal thoughts, please dial or text 988.

## What should I do if I experience an adverse event with my medication?

- If you are experiencing a side effect of your medication, please contact Gentry Health Services and ask to speak to one of our clinicians. If you are experiencing a severe reaction, please call 911 to receive immediate care.

## If I fill my specialty medications at Gentry, am I able to fill my others at Gentry as well?

- Gentry Health Services focuses primarily on specialty medications for complex disease states. For the best care and service, we advise our patients to continue to use their local pharmacy for non-specialty medication needs.
- If your local pharmacy is Discount Drug Mart, Gentry can synchronize your specialty fill to coincide with your Discount Drug Mart prescription fills so you can still receive your medications the same time.

## How can I pay for my prescription order?

- When requesting your prescription, please provide a check, money order or credit card information with your order request.
- We accept MasterCard, Visa, and Discover. Cash is acceptable if you select to pick up your specialty medication at any local Discount Drug Mart store.

*Please do not mail cash as a form of payment directly to Gentry Health Services.*

## How can I request more information about my disease and/or medication?

- Gentry Health will always provide education verbally with you when you start therapy with our specialty pharmacy as well as printed material that will be provided with each and every fill of your medication. If you require additional information, please call our specialty pharmacy and ask to speak to one of our clinicians.

## Gentry Health's Scope of Services

- Gentry Health offers support to patients in accessing specialty medications such as:
  - Biologic injectables
  - Oral oncology prescriptions
  - Drugs used to treat severe chronic conditions such as Multiple Sclerosis and inflammatory conditions

Many of these medicines require a prior authorization from your insurance. Once approved, we deliver medication directly to you, provide medication education and support you in your treatment journey to achieve the best possible medical outcome.

If Gentry Health cannot fill your medication, we will assist in finding a pharmacy that can fill for you. To transfer your prescription to your new pharmacy, simply have your new pharmacy contact Gentry Health.