



QUICK REFERENCE BOOK

HEARTLAND
P H A R M A C Y

Experience the Heartland Way

Contact Info & Hours of Operation

Thank you for joining the Heartland Pharmacy Family. We are excited to provide exceptional service together. Please look through this guide for further information on processes and procedures to enable a positive experience for all. Don't forget; we are always a phone call away.

—*The Heartland Team*



385-324-2508



BUSINESS HOURS

Monday–Friday, 10 a.m. – 6 p.m.

24-hour emergency services available (see emergency services)



PHARMACY | 385-324-2508

Use direct extension for your dedicated technician.



BILLING | 208-497-3575, select option for your location



ADDRESS

Heartland Pharmacy

160 N. Cutler Dr., North Salt Lake, UT 84054



FAX

Pharmacy: 833-734-1433

Office: 385-399-7033



WEBSITE | HeartlandLTCPharmacy.com

Find resource videos, blogs, training, and more.



FAQs | Insurance and Durable Medical Equipment

Please contact your local specialist at the number above.

After-Hours Emergency Services

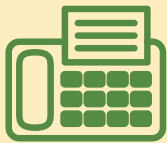
WE ARE HERE TO ASSIST YOU AFTER HOURS WITH EMERGENCY ORDERS.

These include antibiotics, pain medications, and other new orders critical to patient care.

If there is an urgent need, please call our technician on call. The technician works closely with our pharmacist, so you can be confident our residents receive the best care.



Salt Lake City: 801-436-4473



**Fax the order to
833-734-1433.**

Alternate fax:
385-399-7033



**Call and leave a
message if we are
not available. We
may be on another
call and will return
your call as soon
as possible.**



**The pharmacy will
determine how to
proceed based on
need. If the medication
is urgent, the technician
will coordinate with the
backup pharmacy.**



The technician should be able to provide you an ETA on delivery. On occasion your medication may be delayed. If that happens, please call us back for a new ETA.



PLEASE REMEMBER after-hours services should not be used for PRN refill, or OTC medications. Please plan accordingly for holidays and weekends.

For refills and other non-emergency requests, the facility may be assessed an after-hours fee.

NEW ADMIT CHECKLIST

PLEASE NOTIFY HEARTLAND WHEN YOU HAVE A NEW RESIDENT MOVING IN



It is very helpful for the pharmacy to know when a resident is moving in ahead of time.
Please do not wait until the resident arrives to send all paperwork. Send what information you have, so the pharmacy can begin to build the patient profile.



FAX THE FOLLOWING INFORMATION TO THE PHARMACY AS SOON AS POSSIBLE:

- Provider Agreement.** This agreement must be completed before any medications can be dispensed.
- Copies of Insurance Cards,** front and back.
- Resident face sheet and demographic information.**
- Valid Medication Orders*** (signed by a prescriber, dated, and authorizing quantity +/- refills).
*If all you have is a medication list that is not signed, please understand the pharmacy will need to call the doctor to get valid orders.



ON THE NEW ADMIT FAX COVER LETTER, NOTIFY THE PHARMACY WHAT SUPPLY THE PATIENT BROUGHT WITH THEM AND WHAT MEDICATIONS YOU WILL NEED TO HAVE SENT.

NEW ORDER PROCESS



1

Provider writes prescriptions for resident.



2

Provider or facility faxes Rx to pharmacy: 833-734-1433.



3

Facility notifies Heartland if medication needs to be started right away. (Add a note to the Rx or fax cover sheet to please rush first dose.)



4

Heartland processes order & Rx will be delivered.

- If the medication needs delivered the same day, your technician will make arrangements to get it delivered to the community, which may include utilizing a preferred back-up pharmacy.
- If there is a problem in filling/delivering the medication, you will receive notification.
- If an order is sent after your designated cutoff time, and a medication is needed before the following weekday, please call your technician to let them know. Please refer to your Pharmacy Resource Manual for cutoff times.
- If a medication is ordered after 5:30 p.m. MST and is needed before the following weekday, always fax the order to Heartland, then call the after-hours number to speak with the technician on call. (After-hours Emergency Line: 801-436-4473).
- Please fax all orders to Heartland, even if medication isn't currently needed to be sent, to ensure accurate medication profiles for your residents.
- REMEMBER: Admissions orders and/or discharge orders from the hospital need to have a quantity and a prescriber's signature prior to the pharmacy processing/ filling the orders.
- REMEMBER: All Controlled Substance Orders (C2-C5) must come directly from the prescriber's office and have the prescriber's signature, address, DEA number, and include a quantity.
- When a resident is discharged from the hospital, the orders prescribed at that time become the current patient profile. Any medications not listed on the discharge medication list will be discontinued. If you feel there is a medication that should be continued, please follow up with the PCP to obtain a new order. Please fax Heartland a copy of that order.

Medication Reorder Process

IT'S TIME TO REORDER MEDICATIONS WHEN THERE IS LESS THAN A 1-WEEK SUPPLY.



1

Choose a designated day of the week to check medication carts for needed refills. (example: Wednesday; allowing for adequate processing time prior to the weekend).



2

Fill out a refill sheet. (Peel off sticker and apply to refill sheet.)



3

Fax completed refill sheet to Heartland Pharmacy as soon as possible to ensure fastest delivery. Cutoff times may vary by location—please refer to your Pharmacy Resource Manual for specific times.



OR



4

Utilize Heartland Connect or your eMAR, if available, to quickly submit refill orders directly to your dedicated technician.

- If Heartland is unable to refill the medication, you will receive notification from the pharmacy as to why it was not sent:
 - Refill too soon.
 - A new prescriber's order needs to be obtained.
 - Drug is on order.
 - Drug requires prior authorization through patient's insurance plan.
- Please reorder PRN medications ahead of time when supply is running low (10 tablets left), so the pharmacy has time to process.
- **REMEMBER:** The after-hours emergency line should not be used for refill requests. In most cases, these will be processed by the pharmacy during normal business hours.
- Cycle medications do not need to be reordered each month. They will automatically be sent.
- Once a refill sheet has been faxed, please use a new refill sheet for any additional requests.

Hospice Admit Checklist



1

Notify your Heartland Pharmacy technician when your resident is admitted to hospice.

- Please complete notice form, located in your resource binder, and fax to Heartland.



2

Heartland will need the following:

- Name of hospice agency and contact information.
- Date of admission to hospice.
- Hospice covered med list, including diagnoses.



3

Heartland will follow up with the hospice agency to determine if we will provide hospice medications or if they prefer to use their own pharmacy.



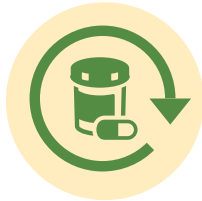
4

Heartland provides non-hospice covered medications.

Please remember to promptly fax all change orders and/or updated medication lists to Heartland Pharmacy.
See “New Order Process.”

Heartland Connect

UTILIZE HEARTLAND CONNECT TO QUICKLY:



REORDER MEDICATIONS



VIEW AND PRINT PHYSICIAN'S ORDERS



SUBMIT NEW ORDERS DIRECTLY TO THE PHARMACY



VIEW PATIENT'S PROFILE, including medication list, insurance, physician info., and delivery reports.



PRINT MARS AND PHYSICIAN ORDERS AT YOUR CONVENIENCE

www.HeartlandLTCPharmacy.com

See your Health and Wellness Director for login information.

Medication Return Policy



1

Notify your pharmacy technician.

- Please let them know how many returns you may have.
- They will schedule the return and, if needed, send any necessary documents to process the return.
- Fax completed return log to Heartland Pharmacy.



2

All returns must have a signed Return Medication Form and be in a closed/sealed box or envelope.



3

You may only return medication dispensed by Heartland Pharmacy. Any other medication will be sent back to you.



4

Heartland Pharmacy CANNOT accept returns for controlled substances (C2-C5). Opened liquids, vials, ointments, etc. also cannot be returned to the pharmacy. Please check with your local pharmacy for items that are eligible for return. Any medications not eligible for return will be returned to the community with a form to sign.



5

To receive credit on the customer's account:

- Returns must be sent from the facility.
- Returns must be listed on the signed Return Medication Form.
- Medication must not have evidence of tampering.
- Medication must be returned within 60 days of the fill date on the label.
- Medication must have been stored properly and been in your possession.
- Only full cards will be refunded (please check with your local pharmacy for regulations and policies).
- A restocking fee may apply.
- A courier fee may be applied for excessive returns within a month.

For more information, please see our full Medication Return Policy.

Billing/Statements

BILLING TIMELINE



Prescriptions filled throughout the month



Medications delivered to resident & billed to insurance



Statements mailed 1st week of each month

If there is no financial party listed, the statement will be mailed to the resident at the facility address.



HERE ARE SOME ANSWERS TO FREQUENTLY ASKED QUESTIONS IN REGARD TO BILLING AND STATEMENTS:

STATEMENTS

The current statement you receive reflects the previous months' medications. If the statement is not received by the 15th of the month, please contact us. View and set up online payment on our website PharمهaseRX.account-access.net.



CHANGE IN BILLING STATUS

Notify us immediately if there is a change in billing status (ex: private pay changing to new insurance, newly qualified for Medicaid, or your resident is admitted to hospice).



HEARTLAND PHARMACY WILL NEED COPIES OF INSURANCE CARDS FOR PRESCRIPTION DRUG COVERAGE (Medicare Part D or comparable).

If there is a change in drug coverage, notify the pharmacy and/or billing department as soon as possible. Please send the front and back copies of current insurance cards.



ITEMS THAT MAY BE BILLED DIRECT

Medication that is not covered or cannot be billed to your insurance (i.e. over-the-counter medications, private-pay medications) with a high cash price may require a signed Cash Authorization Form from the payee prior to the medication being dispensed.

If you have further questions regarding a copay or what is covered by the insurance plan, you will need to call the insurance carrier, or visit [Medicare.gov](https://www.Medicare.gov) and/or your state Medicaid website.