



Galveston County Government Employees Healthcare Centers
CareHere PHARMACY – Questions & Answers
1701 23rd Street, Galveston, TX 77550 Phone: 409-621-1731
Open Monday – Friday, 12:00 PM – 5:00 PM*

IMPORTANT REFILL UPDATE

If I have a prescription written by a CareHere Provider in La Marque that includes refill, can my refill be delivered to the La Marque location for pick up?

Yes. To refill your medication, please call the CareHere Pharmacy 1-2 days before you are in need of the refill to be delivered to La Marque for pick up.

If my outside Provider writes me a prescription, can the medication or refills be delivered to La Marque?

No, only prescriptions written by La Marque Providers can be delivered to La Marque for pick up.

Reminder – Many prescriptions are written with limited refills or no refills, so please review your prescription carefully prior to turning it in at the CareHere Pharmacy. We encourage you to call 1-2 days prior to needing your refill. When your medication has no additional refills, you must make an appointment to see the Provider for a new prescription. Please plan ahead and schedule your appointment in time to ensure you do not run out of medication.

What is the location and what are the hours of operation?

*The CareHere Pharmacy is located in the Galveston Healthcare Center at 1701 23rd Street and will be open to fill prescriptions from 12:00 – 5:00 pm, Monday – Friday. The pharmacist will return phone calls during these hours. The CareHere Pharmacy will follow the same holiday schedule as the Healthcare Centers.**

Who can use the CareHere Pharmacy?

*Individuals covered by the Medical Plans of Galveston County, City of Galveston and Galveston ISD have access to the Healthcare Centers (Galveston or La Marque) and the CareHere Pharmacy. **Any covered individual (including dependent children) wanting to get a prescription filled MUST BE registered PRIOR to coming to the Pharmacy.** Please make sure to bring your Prescription Benefits Card with you when you fill a prescription. If you are not registered when you arrive at the CareHere Pharmacy, you will be provided with information and asked to call the CareHere NurseLine to register before your prescription is filled.*

What prescription medications will be offered through the CareHere Pharmacy?

There are more than 250 generic medications on the list. A complete list of these generic medications is available through your Human Resource Department, at the CareHere Pharmacy, and at both the Galveston or La Marque Healthcare Center locations. Additionally, the list will be available online at www.carehere.com on your patient Welcome Page. Finally, the NurseLine/CareHere Help Desk at 1-877-423-1330 will have the list if you have a question about a particular medication.

How were these generic medications chosen?

CareHere created the “Generic Medications List” based on the most frequently utilized generic medications by the employees of Galveston County, the City of Galveston, and Galveston ISD.

Are any medications other than those on the “Generic Medications List” stocked at the CareHere Pharmacy?

No, only the generic medications on the list are stocked. No BRAND name drugs or CONTROLLED SUBSTANCES are stocked.

What providers will be allowed to write prescriptions to be filled at the CareHere Pharmacy?

Any prescriptions written for one of the generic medications on the list will be accepted at the CareHere Pharmacy. This means whether your provider is located at the Healthcare Center or if your provider outside of the Healthcare Center (PPO or Non-PPO), you may use the CareHere Pharmacy to fill your prescription. (Exception: The Healthcare Centers do NOT treat Workers' Compensation injuries, nor will the CareHere Pharmacy fill Workers' Compensation prescriptions.)

Will there be a charge to fill my prescription?

Great news! As it is with any other services provided to you by the Healthcare Centers, ALL medications filled at the CareHere Pharmacy will be provided at no cost to you. No co-payments will be taken.

Can I have another pharmacy transfer my prescription to the CareHere Pharmacy?

No, individuals must bring in an original prescription to the CareHere Pharmacy. After that, refills may be obtained.

If I have an afternoon appointment in the Galveston location and am prescribed medication, will my medication be filled that day?

It is our goal to fill your prescription the same day you drop it off.

Can I drop off prescriptions when the CareHere Pharmacy is closed?

Yes, we will have a secured box for prescription drop off during the hours that the Galveston Healthcare Center is open and the CareHere Pharmacy is not. However, these prescriptions may not be available until the following day during normal CareHere Pharmacy hours of operation.

If I have an appointment at the La Marque location and am written a prescription for one of the medications on the approved list, can I pick up my medication in La Marque?

Yes, we will deliver medications and refills for patients seen at the La Marque location as follows:

If your prescription was written in La Marque

for an appointment on:

	<u>You may pick up your medication in La Marque</u>
Mondays 8 am – noon	Same day between 3-5 pm.
Mondays from 1-5 pm	Next day between 3-5 pm.
Tuesdays 8 am – noon	Same day between 3-5 pm.
Tuesdays from 1-5 pm.....	Next day between 3-5 pm.
Wednesdays 8 am – noon	Same day between 3-5 pm.
Wednesdays from 1-5 pm.....	Next day between 3-5 pm.
Thursdays 8 am – noon	Same day between 3-5 pm.
Thursday 1-5 pm	Next day 10 am – 12 pm.
Friday 8 am - noon.....	Delivery to La Marque not available same day Friday, but medications can be pick up Friday in GALVESTON Fridays between 3-5 pm or can be delivered to La Marque the following Monday.
Saturdays.....	Delivered Mondays between 3-5 pm.

Can I get a 3-month supply (like mail order) from the CareHere Pharmacy?

Yes. If your provider writes your prescription for a supply of 3-months or more, you will be able to obtain up to a 3-month supply at a time. Refills remaining on the prescription will be filled after 75% of the prior prescription has been used.

Do I have to be a CareHere patient to get a prescription filled at the CareHere Pharmacy?

While you do not have to be a patient of the Galveston or La Marque Healthcare Centers, you are required to (1) be covered by your Employer's Medical Plan and (2) be registered with CareHere prior to accessing the CareHere Pharmacy. If you are not registered, you may use www.CareHere.com and enter your Employer code or you may call CareHere at 1-877-423-1330 for assistance in registering. Eligibility will be verified, so you will need to show your prescription drug card.