

Rapps Pharmacy

Program Rx

Commonly Asked Questions

What types of medication can we provide to your child at camp?

- *Since we are Pharmacy Direct we can fill all of your child's medicines at camp. We will prepackage all medications in pill form, including vitamins and nutritional supplements.*
- *We can also fill liquids, epi-pens, inhalers, ointments etc.*
- *We are a Preferred Provider of Growth Hormones and have access to most brands and protocols. Please provide us with adequate time to research your specific hormone so we may dispense as required and process insurance accordingly.*
- *We can also provide insulin and other injectibles as per camp requirements. Please notify a customer care rep so we can make special arrangements and adequately prepare its arrival to camp in a timely fashion.*
- *We have a large inventory of Over the Counter items / Sundries and can provide them as requested to arrive at camp along with other medications.*

How will we package your child's medications?

- *Daily maintenance medications will be packaged as per prescription.*
- *Medications on an "As Needed" / "PRN" will be packaged separately.*
- *We can pre-package ½ pills. Please alert us if you require this service to make sure that the specific medication in question is durable and allows accurate splitting.*

My child takes non-prescription Vitamins, do you carry my brand?

- *We carry most brands of over the counter multi- vitamins and nutritional supplements. We will contact you if we don't have access to your brand and help you select a comparable alternative.*

My child takes Claritin, Fibercon and Lactaid.

Does my camp stock these in their Health Center?

Will you provide these?

Do I need a prescription?

- *Most camps stock some over the counter items in their health centers. Please check with your camp for exact protocols. If they do not stock all of your required medications, we can provide these in a prepackaged format. However a physician authorization on a separate piece of paper is required.*

What do I need from my Doctor / Healthcare Provider in order to pre-package my child's medication?

- *Please e-mail us at rappsrx@gmail.com to request a detailed letter you may give to your physician. All prescription medication must have an original prescription on file with our pharmacy desk.*
- *Controlled Substances...If your child takes a controlled medication such as Concerta; Rapps Pharmacy cannot accept a verbal order.*

- *Please make sure that your Healthcare provider writes your child's prescription correctly.*
- *For Example: A medication by protocol may be suggested for a PM dosage, but if your child, due to whatever circumstance, takes that medication in the AM it is imperative that the physician document this. Please remember prescriptions will be filled as written.*
- *Please review all of your camper's prescriptions.*
- *If brand is not denoted by your Healthcare provider a generic most often will be required by your insurance company. Rapps Pharmacy Program Rx will dispense brand / generic as per your prescription. Obviously if the prescription doesn't specify "Brand Only", "Do Not Substitute" our pharmacist will dispense generic.*
- *All changes in medication must be sent to Rapps Pharmacy in writing.*
- *Rapps Pharmacy is not responsible for any changes after Medications have been packaged and sent to your camp.*

Do you accept my Insurance plan?

- *We accept most Insurance plans. It is imperative for you to submit your completed registration on time along with a legible copy of your prescription insurance card so we can verify your plan, bill accordingly, and or request a prior authorization or a vacation override if needed.*
- *If we don't accept your insurance or we can't get a prior authorization / vacation override, we will notify you before filling any medications.*
- *Please note most parents / guardians need to fill a prescription before camp starts. Please order just enough medication for your child's time at home so we can re-order enough of your pre-packaged medications for camp and process your insurance accordingly without incurring you additional co-pays as well as additional credit card charges.*
- ***We will be happy to fill you child's refill prior to camp and send enough medication home and maintain the rest for your first initial camp fill. Please contact one of our Customer Care Representatives if you have any interest.***
- *If you have a 90 day Mail order Insurance plan we recommend you do the following:*
- *Fill only the number of days your child will be at home.*
- *Call your Insurance carrier and let them know you will need medication dispensed by Rapps Pharmacy for Camp and request that you be given a summer / vacation override. This hopefully, will allow you to obtain your normal co-pay with required medications covered by your plan.*

How will Rapps Pharmacy Program Rx bill me?

- *Our billing process is as follows:*
- *Upon registration you will be charged a \$15. one time initial fee for the full summer, which includes processing, packaging, shipping and handling charges for all of your child's medications for his/her stay at camp. This fee does not include the cost of any medications or any sundry items that you may request.*
- *The cost of medication with any co-pays and or deductibles and OTC items not covered by your insurance will be billed to your credit card. These charges may appear on your credit card well after your child has begun camp and many times after your child has returned home after camp session. Rapps Pharmacy Program Rx will hold all billing so we can try to process all insurance and not incur you any additional co-pays or medication charges.*
- *Please note we will not delay delivery of your child's initial medications or refills due to an open insurance claim. If we don't accept your insurance or we can't process your claim due to inaccurate information or premature renewal; we reserve the right to*

charge your credit card for your child's medication. Upon confirmation of approval by your insurance carrier we will credit your account accordingly. Please understand we will apply our best effort into getting your medication properly processed through your insurance company.

Do you have Deadlines for Registration and Prescriptions?

- *Yes... We do have strict deadlines so as to insure the accurate and efficient processing of your child's medication so that is received by the camp in enough time so camp personnel can coordinate your child's medication into their camp medication program.*
- *Please email Rapps to request any additional forms you may need at rappsrx@gmail.com.*

What happens if I register late and/ or if my Prescriptions miss the Deadline?

- *All orders will be filled; but an Express Processing Charge of \$25 will apply and you may incur an additional shipping charge.*
- *If you register late and we do not have original prescriptions; we ask that you alert your camp and send a weeks supply of medication to camp until we can fill your Express Order safely and accurately. We will make every effort to accommodate your camper's needs. However, if you don't meet required deadlines we cannot guarantee that all medication in question will arrive on time.*
- *Please make sure when registering that all information is complete and that you have checked and re-checked your child's prescriptions and that all required information such as insurance information and credit card information be complete and accurate.*
- *Please notify Rapps Pharmacy of any changes in your insurance coverage or credit card information during the summer camp season so as to not disrupt your medication service.*
- *Please telephone a Rapps Pharmacy Customer Care Representative if you have any additional questions that we have not addressed at 908 -756-0008.*