

CampMeds FREQUENTLY ASKED QUESTIONS

1. **Exactly which medications am I required to have *CampMeds* dispense?**
 - All pills and Vitamins (taken daily and as needed) except the following: Accutane, dissolvable pills, birth control pills and as needed Lactaid
 - *CampMeds* does NOT dispense insulin or growth hormone injections
 - Most camps stock drugs such as Tylenol, Advil, Benadryl, etc; you do not need to have *CampMeds* dispense those typical items if they are only taken “as needed”. Check with your camp to confirm what OTC meds they stock
 - If your camper takes herbal/specialty vitamins, please contact *CampMeds* to determine if they can be packaged
2. **How can I be sure the meds will be packaged exactly the way my child takes them?**

It is your responsibility to check that the written prescription is written correctly. If the med is to be taken daily, the prescription should be written for every day with the time of day, such as morning, with lunch, etc. If the med is to be given at bedtime, the prescription must specify. **If a prescription is written as “once a day” with no specific time, the medication will be packaged for the morning.** If the med is taken only “as needed” (PRN), the prescription must be written to specify only “as needed”.
3. **Do I need to register my child again if I registered last summer?**

Yes, you need to register for this summer and your child will be assigned a new Camper ID.
4. **How can I ensure the meds will be covered by the CampMeds Pharmacy Partner?**

Be sure the prescriptions we are filling are written exactly the way your child has always taken the medication. Review the RX with your physician before sending to CampMeds. If a new medication OR dose is prescribed, contact your prescription plan to confirm the med and dose is covered for a 30 day supply.
5. **Will the pharmacy accept my insurance?**

Our pharmacy partner is contracted with most insurance plans however, until you submit your online registration form with complete insurance information, your plan cannot be verified for billing. We will contact you if the pharmacy is not on your plan. You will not be required to participate in the *CampMeds* program if your insurance will not pay for medicine dispensed by our pharmacy. It is *CampMeds* responsibility to verify the pharmacy is a provider for your insurance plan. You will be responsible for co-pays, deductibles and any over-the-counter requests not covered by insurance. If you have an insurance change, please fax the updated insurance card to CampMeds in order to avoid the credit card charges for the full cost of medication. All credit card charges from the pharmacy will appear as a separate charge **after** your child returns from camp.
6. **Will my co-pay be the same from the *CampMeds* pharmacy?**

Our pharmacy partner will confirm that they are a participating provider for your insurance plan once you have registered at www.campmeds.com. This will ensure that your co-pays should be the same as you pay at your local pharmacy, but there are some insurance plans that do charge a higher co-pay depending on which pharmacy fills the meds, so be sure to contact your plan to confirm your co-pays via the *CampMeds* Pharmacy. You will be notified if we are NOT a provider for your plan. Since we will NOT submit to your insurance until your child arrives at camp (a courtesy that enables refills prior to camp if needed), there is no way for the pharmacy to determine in advance if the medication your child will be prescribed and/or the dose that is prescribed, will be covered by your insurance, or if a prior authorization from the physician will be required for a particular medication prescribed. **It is your responsibility to contact your insurance to confirm all medication and dosages will be covered.** Please keep in mind that insurance plans change frequently, so it is a good idea to contact your prescription processor prior to mailing your child’s prescriptions to *CampMeds*.
7. **What if I use a mail order pharmacy or have a 90-day prescription plan?**

Usually our pharmacy can only dispense a 30-day supply of meds. You will be responsible for a 30 day co-pay determined by your insurance plan. After registering with *CampMeds*, we ask that you contact your member services to confirm the following:

 - That your RX plan is NOT mandatory mail order for the meds we will dispense
 - That your Rx plan does not have any limitation on how many times you are allowed to fill outside your mail order plan
 - What your 30 day co-pays will be for the meds
 - We ask that you request a Vacation Override from your insurance company so our pharmacy can get paid when they submit to your insurance on the day camp begins. The camp start date will be the submitted fill date
 - You will then need to ask your physician to write a 30 day prescription to send to us. (with refill if applicable)
 - You will need to avoid refilling the med within 60 days of the camp start date, or you can request only the number of days needed until the start date of camp since that will be the date we will submit to your insurance. This will enable the pharmacy to process the medication thru your insurance when camp begins
 - If your plan does not allow you to get 30 day prescription filled with our pharmacy, please email *CampMeds*

8. **What if my child's medication needs to be refilled while at camp?**
Medication prescribed for "daily" use is automatically refilled by our pharmacy and sent to camp for campers attending over 30 days. Prescriptions must be written with refills. (Except for Controlled Substances which require two separate 30 day Rx's) **PLEASE NOTE:** Refills will be billed 30 days after the initial billing. Do NOT refill your child's medicine while at camp. This will cause your insurance to reject our pharmacy claim submitted for your child's medication, and you will be charged full price for meds dispensed. Once your camper finishes any unused meds brought home from camp, along with any meds left at home prior to camp, you may then refill your child's medication. You will fall right back in to your refill cycle!
9. **How are "as needed" medicines packaged?**
CampMeds will pre-package "as needed" (PRN) medicine separately from daily meds. Your child will go to the nurse for these medications when he/she needs them and they will be refilled only if necessary. The camp nurse will contact *CampMeds* if a PRN med needs to be refilled. Unused meds will be sent home at the end of camp.
10. **What if I need to fill a prescription for my child before camp starts?**
You may refill your child's medication anytime before camp, if necessary. The pharmacy will not bill your insurance until camp begins, but, in order to help ensure that medications for camp will be covered by your plan, please request **only the amount of medication needed at home** before camp begins. The other option is to have your insurance put in an "override" for the *CampMeds* pharmacy for the start date of camp which is when the claim will be submitted to your insurance.
11. **I can only refill my child's medicine when he is down to his last pill. How can the pharmacy send the meds to camp before a refill is due?**
The pharmacy will dispense the meds and send to camp prior to your child's arrival, but will not submit to your insurance until the day your child begins camp. If necessary, the pharmacy will resubmit the claim form on the appropriate date for reimbursement if a vacation override is not given for the camp start date.
12. **Why don't you dispense meds for the exact days of camp, rather than in 30 day increments?**
Most insurance plans only reimburse for 30 days of meds/month, and you the insured, pay a co-pay for each 30 day supply. When the Rx is written for less than a 30 day supply, your co-pay will cost the same as a 30 day supply. Refills should also be for the full 30 day supply, as unused meds are sent home from camp.
13. **Will non-prescriptions cost the same as I pay at my pharmacy?**
The pharmacy is competitive in pricing but there is no way to know if you will pay a few dollars more or less.
14. **Can a half of a pill be packaged? YES**
15. **My child takes a different dose of the same medicine every other day. Can it be packaged that way? YES**
16. **Will the pharmacy dispense generic or brand?**
Unless the prescription is written with the words "**Brand Name Necessary,**" the pharmacy will dispense generic. It is your responsibility to confirm the prescription is written correctly.
17. **What if my child takes a "Controlled Substance" such as Concerta or Adderall?**
An original prescription is required. For campers staying more than 30 days, an additional prescription for a 30 day supply of meds is required. It is against the law for a "**controlled substance**" to be refilled. **Please send a separate prescription for every 30 day supply.** All prescriptions for the child's camp stay should be received by *CampMeds* at the same time. You may explain that we can accept two separate 30 day prescriptions written for the same date, but they will only be dispensed one month at a time. The physician may also write both prescriptions each with a different date. Please visit our website at www.campmeds.com for a detailed letter you may give your physician on controlled substance prescriptions to be dispensed by the *CampMeds* pharmacy.
18. **What if my child is placed on a prescription or non-prescription daily medication after the deadline date to register and submit prescriptions has passed?**
CampMeds will always accommodate all campers at anytime. You may be asked to send your child with a small supply of meds as back up and the \$25 late fee will apply.
19. **What if my child requires a new medication while at camp?**
Our pharmacy will always send out any additional medication and/or dose change. You will be charged the shipping cost for any med change or if additional meds are ordered and sent to camp after your initial medication and/or refills have been sent
20. **When will the pharmacy charge me for my camper's medications?**
Since our pharmacy partner will not submit to your insurance until camp begins, you may not receive a charge on your credit card until two months after your camper returns home. Please notify us of any credit card changes during the summer.