

CampMeds

Frequently Asked Questions- All Meds

- 1. Do I need to re-register my child again if I registered during a previous summer?**
 - a. Yes, Please log-in to your account and updated the information for the upcoming summer.
- 2. What medications am I required to have CampMeds dispense?**
 - a. ALL prescription and non-prescription medication and vitamins (both daily & as needed "PRN")
 - i. **Exceptions:** Insulin, Growth Hormone injections, Birth Control, Accutane
 - ii. No Gummi Vitamins
 - iii. Most camps stock common drugs such as Tylenol, Advil, Benadryl, etc. You do not need to have CampMeds dispense these typical items if they are only taken as needed. Check with camp to confirm the OTC meds they stock.
 - iv. If your camper takes herbal/specialty vitamins, please contact CampMeds to determine if they can be packaged
- 3. How can I be sure that the medication will be packaged exactly the way my child takes them?**
 - a. It is your responsibility to check that the prescription is written correctly. If the med is to be taken daily, the prescription should specify daily, with the time of day.
 - b. If a prescription is written as "once a day" with no specific time, the medication will be packaged for the morning.
 - c. If the med is taken only "as needed" (PRN), the prescription must be written to specify only "as needed".
- 4. Will the CampMeds pharmacy partner accept my insurance? If so, are all medications covered?**
 - a. 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 our pharmacy partner is not a provider for your prescription plan.
 - b. We suggest you review the Rx with your physician to confirm it is written exactly the way your camper takes the medication before sending to CampMeds. If a new medication OR dose is prescribed, contact your prescription plan to confirm the medication and dose is covered for a 30 day supply.
 - c. If your insurance changes and the pharmacy has already sent medication to camp, you will be responsible for co-pays, deductibles, and prescriptions not covered if the pharmacy is not a provider for your plan. If you do have an insurance change, please fax/scan the updated insurance card as soon as possible to CampMeds.
 - i. If you do not follow these steps and your new insurance denies the charges, we reserve the right to charge your credit card 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
- 5. Will my co-pay be the same with the CampMeds pharmacy partner?**
 - a. Our pharmacy partner will verify they are a provider for your insurance, but there is no way for them to determine your co-pays will be the same as you pay at your local pharmacy. There are some insurance plans that do charge higher co-pays depending on which pharmacy fills the meds. You can contact your plan to confirm medication co-pays via the CampMeds Pharmacy partner.
 - b. Please keep in mind that insurance plans change frequently, so it is a good idea to contact your prescription processor prior to forwarding your child's prescriptions to CampMeds.
- 6. What if I use a mail order pharmacy or have a 90-day prescription plan?**
 - a. Usually our pharmacy can only dispense a 30-day supply of meds. You will be responsible for 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:
 - i. Your RX plan is NOT mandatory mail order for the meds we will dispense
 - ii. Your Rx plan does not have any limitation on how many times you are allowed to fill outside your mail order plan
 - iii. What your 30 day co-pays will be for the meds
 - b. 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
 - c. You will then need to ask your physician to write a 30 day prescription to send to us. (with refill if applicable)
 - d. 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
 - e. If your plan does not allow you to get 30 day prescription filled with our pharmacy, please email CampMeds
- 7. Can you accept an Electronic prescription directly from the physician?**
 - a. Yes, you will receive the e-prescribing information to give your physician when you complete the registration. All other paperwork (registration receipt and Med List Form) should be forwarded directly to CampMeds

8. What if my medication needs to be refilled while at camp?

- a. Medication prescribed for “daily” 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)
- b. Refills will be billed 30 days after the initial billing.
- c. **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.
- d. 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" medication packaged?

- a. CampMeds will package “as needed” (PRN) medicine separately from daily meds. Your child will go to the nurse for these medications when they need 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?

- a. 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 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 it is down to their last pill. How can the pharmacy send the medication to camp before the refill is due?

- a. 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 do you dispense in 30 day increments, rather than dispense medication for the exact days of camp?

- a. Most insurance plans only reimburse for 30 days of meds/month, and you the insured, pay 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.
- b. Refills should also be for the full 30 day supply, as unused meds are sent home from camp.

13. Will non-prescription medication cost the same as I pay at my pharmacy?

- a. 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?

- a. Yes

15. My child takes a different dose of the same pill ever other day. Can it be packaged that way?

- a. Yes

16. Will the pharmacy dispense generic or brand?

- a. Unless the prescription is written with the words “Brand Name Necessary,” the pharmacy will dispense generic.
- b. 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?

- a. An original prescription is required if it is a paper prescription. For campers staying more than 30 days, an additional prescription 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 can be received by CampMeds at the same time. 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. Our pharmacies also accept electronic prescriptions for controlled substances.

18. What if my child is placed on a prescription or non-prescription daily medication after the deadline to register and submit prescriptions has passed?

- a. CampMeds will always accommodate all campers at anytime. You may need 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?

- a. 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 medication.?

- a. 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