

## Q&A

### Why should I use your pharmacy?

We're open 24/7/365, nationally accredited, and are experts in this type of care. This facility contracted with Forum to provide services specific to the needs of its setting.

This is serious stuff. Our dispensing and consulting staff work closely with facility nurses to ensure meds are delivered and utilized to ensure the best health outcomes, while minimizing any costs to you. We also supply extensive administrative, record-keeping, and quality-control services to ensure that residents receive the best possible care.

You're not required to use Forum, but any pharmacy you choose must supply medications and clinical consulting services, including IVs and infusion devices, to comply with nursing facility regulations.

Rarely, insurance requires use of a retail or mail-order pharmacy. If the same services can't be provided, you may be charged a fee to offset these costs.

### What if it's cheaper somewhere else?

We are healthcare professionals and specialists in this field. We offer very competitive pricing, but we can't lure customers with ultra-low-cost meds and then make up the difference on milk or makeup. We provide sophisticated services that retail and mail-order pharmacies can't.

### What if some meds weren't used?

Unlike other types of pharmacies, we can accept returns and will credit what we can. Keep in mind, though, that some packaging isn't eligible—and most insurance plans don't allow credits for partially used prescriptions.



## Our Mission

We are committed to providing the highest-quality, most cost-effective pharmaceutical care to support our customers' needs, missions, and goals.

We strive to positively impact quality of life for these clients, who include our patients, facility staff, employees, vendors, and the community.

We do this with compassion, integrity, respect, continual improvement, learning, and enthusiasm.

(800) 447-7108

[forumpharmacy.com](http://forumpharmacy.com)



## IMPORTANT INFORMATION FOR RESIDENTS AND THEIR FAMILIES



# Relax.

We've got you covered.

How Medications Are Handled in a  
Licensed Nursing Facility



## A special pharmacy delivering specialized care.

Welcome to Forum. We're a different kind of pharmacy—one that focuses solely on caring for those living in, or staying in, nursing facilities and other long-term care (LTC) settings.

With unique needs that require specialized services, this facility chose Forum based on our unmatched history of outstanding quality and service to its customers.

Facility nursing staff are responsible for documenting and transmitting physicians' orders to our pharmacy for dispensing and delivery.

Much like in a hospital, we follow strict government rules and regulations to deliver medications specially prepared for nursing use. Intravenous and injectable medications are aseptically prepared under rigorous standards.

We have a dedicated staff of detail-oriented pharmacists, nurses, pharmacy technicians, medical records and IT specialists, and billing and reimbursement experts who are committed to caring for the well-being and special needs of those in licensed nursing facilities.

## RELAX. WE'VE GOT YOU COVERED.

- We work with nursing staff and physicians to coordinate your meds, including OTCs, vitamins, and supplements
- We conduct regular, comprehensive screenings of all medications to identify possible:
  - ✓ Drug interactions
  - ✓ Contraindications for use
  - ✓ Expensive duplication
- We provide consulting & medication reviews by specially trained pharmacists, geared toward reducing costs and deprescribing unnecessary meds

## UNPARALLELED ACCURACY.

- Our comprehensive continuous quality improvement programs help us maintain accuracy >99.9%

## WE KNOW INSURANCE.

- We accept virtually all major Rx, Medicare Part D, and Managed Medicare plans
- Our experts do the heavy lifting:
  - ✓ Documentation
  - ✓ Securing denial overrides
  - ✓ Requesting prior authorizations
- We help you understand your benefits, what's covered, and which plans are best for you

## WE MAKE IT EASIER FOR YOU.

- We issue a statement monthly
- Pay by check or credit card
- If you have questions or concerns, call us



ONLINE  
BILL PAY

## WE CARE ABOUT YOUR BOTTOM LINE.

- We work hard to get your meds covered
- We may not be as cheap as retail or mailorder because of all the services we provide, but our prices are competitive
- We accept returns & provide credit when possible



## ABOUT US.

This is all we do. For more than 50 years, we've provided the highest-quality pharmacy dispensing and consulting services to LTC facilities.

Nationally accredited in both LTC and infusion pharmacy, we're open 24/7/365, with state-of-the-art technology to ensure accuracy and address the unique needs of residents.

Our pharmacists and nurses consider the complex effects of illness, nutrition, medicines, and many other variables—especially age—in advising physicians and caregivers.

These professionals visit facilities regularly, providing valuable information, recommendations, and educational programs; reviewing individual drug regimens; calculating and monitoring medications and dosages; and overseeing medication distribution services to enhance the care of each resident.

