

## *CampMeds* FREQUENTLY ASKED QUESTIONS

**1. Exactly which medications am I required to have *CampMeds* dispense?**

- All pills *except* the following: vitamins, dissolvable pills, Accutane, Lactaid (taken as needed), birth control pills
- CampMeds does NOT dispense insulin or growth hormone injection
- 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”.

**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. 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 an in network provider for your insurance plan. You will be responsible for co-payments, deductibles and any over-the-counter requests not covered by insurance. If you have an insurance change, please email the updated insurance to CampMeds in order to avoid the credit card charges for the full cost of medication. Any 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 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](http://www.campmeds.com). This will ensure that your co pays will be the same as you pay at your local 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*.

**6. 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. Please register at [www.campmeds.com](http://www.campmeds.com) and follow instructions below:

- After registering, fax *CampMeds* a copy of both sides of your insurance card that covers the meds and note that you use a Mail Order pharmacy for your child’s medication. You must also reference the Camper ID you will receive at the end of registering.
- List the medications and dosages to be dispensed
- We will confirm that our pharmacy is a participating provider for your insurance plan and that we can dispense a 30 day supply of meds.
- If medication is needed prior to camp, count the number of days your camper will need before camp and request only that number of days be filled for home use.
- *CampMeds* will contact you to discuss details. If we are unable to dispense meds for your child, your registration fee will be refunded.

- 7. 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. **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 submission of your child's medication claim, 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!
- 8. 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.
- 9. 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. 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 pharmacy will not bill your insurance until camp begins.
- 10. 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 need be, the pharmacy will request a vacation override from your insurance company. On occasion, the pharmacy will resubmit the claim form on the appropriate date for reimbursement. Med charges will not appear on your credit card until your child returns from camp.
- 11. 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 per month, and you the insured, usually pay a co pay for each 30 day supply. If the Rx is written for less than a 30 day supply, your co pay will be the same cost as a 30 day supply. If the Rx is written for a 40 day supply because your child attends camp for 40 days, we will dispense a 30 day supply. The refill will be dispensed for the remaining 10 days which will cost the same as a 30 day supply.
- 12. Will non-prescriptions cost the same as I pay at my pharmacy?**  
The pharmacy is competitive in pricing however, there is no way to know if you will pay a few dollars more, or a few dollars less.
- 13. Can a half of a pill be packaged? Yes**
- 14. My child takes a different dose of the same medicine every other day. Can it be packaged that way? Yes**
- 15. Will the pharmacy dispense generic or brand?**  
Unless the prescription specifies "Brand Only", "Brand Medically Necessary" or "Do Not Substitute", the pharmacy will dispense generic. It is your responsibility to confirm the prescription is written correctly.
- 16. 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. Please visit our website at [www.campmeds.com](http://www.campmeds.com) for a detailed letter you may give your physician on controlled substance prescriptions to be dispensed by the *CampMeds* pharmacy. 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 write both prescriptions each with a different date.
- 17. 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.
- 18. 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 AFTER your camper returns home. Please notify us if your credit card information changes during the summer.