



Board of County Commissioners | Health and Social Services
Department

FREQUENTLY ASKED QUESTIONS

HILLSBOROUGH COUNTY HEALTH CARE PLAN (HCHCP) FREE PRESCRIPTION MEDICATION MAIL ORDER BENEFIT

WHAT IS THE MAIL ORDER BENEFIT? The mail order benefit allows us to obtain prescription drugs through a Patient Assistance Program (PAP) straight from the manufacturer at a fraction of their cost, and then mail them directly to you.

DOES MAIL ORDER COST ANYTHING? No, mail order is completely free to you. No co-pays or mailing fees.

HOW DO I GET MY DRUGS? By completing the Authorization and Release Form, the drug manufacturer will be contacted by our PAP advocates so you can begin receiving your drugs for free.

WHO IS MY PAP ADVOCATE AND WHAT DO THEY DO? Pharmacy Administrative Solutions (PAS) has been hired by the County to be your advocate. PAS employees will handle all of the paperwork, and talk with your doctors to make sure you receive the drugs you've been prescribed. PAS will even mail your drugs to your home.

WHEN WILL I RECEIVE MY DRUGS? You will be able to pick up your drugs from the pharmacy for the first two months. After that, you will begin to receive your drugs through the mail.

ARE ALL DRUGS AVAILABLE THROUGH MAIL ORDER? Not all, but many. Some drugs, like generics or drugs you take only for a short period of time will still be available at the pharmacy. Please see the attached list of drugs available through this mail order benefit.

DO I HAVE TO PARTICIPATE IN MAIL ORDER? Yes, if your doctor prescribes one of the drugs available through PAP, you must participate in order for the drug to be covered by the Hillsborough County Health Care Plan.

WHAT IF MY ADDRESS CHANGES? You must contact your Health Care Plan Social Worker and provide them with your new address as soon as possible to make sure that your drugs are mailed to the right address.

CAN I PICK UP MY DRUGS INSTEAD OF HAVING THEM MAILED? Yes, you may pick up your drugs at the PAP advocates office. They are located at 3550 W. Waters in Tampa. Please call them at 813-935-7600 to schedule a time for pick up.

IS IT SAFE TO HAVE MEDICATIONS MAILED TO MY HOUSE? Yes, many drug companies use the mail to deliver prescription medications. All shipments will be sent through the United States Postal Service and will require a signature in order for the package to be delivered. If your medication requires refrigeration, like insulin, you will be called ahead of time to arrange a convenient delivery time and it will be mailed with sufficient icepacks to maintain the appropriate temperature. However, it is critical that your Social Worker has your most current address.

WHAT HAPPENS IF I DON'T WANT TO PARTICIPATE? Beginning in December, these drugs (see attached list) will only be available through a PAP and the HCHCP will no longer pay for these drugs at the pharmacy. You will be responsible for the full price at the pharmacy if you don't contact the PAP advocate and sign up for mail order.

WHO DO I CALL IF I HAVE QUESTIONS? You should contact Pharmacy Administrative Solutions, your PAP advocate at 813-935-7600. They are available Mon-Fri 8 am to 4:30 pm to answer your questions.

