



Welcome to Ridgeway Mail Order Pharmacy!

Thank you for choosing us to be your mail service pharmacy provider. Our dedicated pharmacy team is excited to work with you, your physician and your insurance company to ensure that all your needs are met.

Our services are designed to help you achieve the most benefit from your therapy including:

- Training, Education and Counseling
- Comprehensive Medication Review
- Copay, Patient Assistance, and other Financial Assistance Programs
- Free Medication Delivery
- 24/7 Access to Clinically Trained Personnel

We look forward to providing you with the best service possible. We know you have many options and we thank you for choosing Ridgeway Mail Order Pharmacy.

Sincerely,
The Ridgeway Team

CONTACT INFORMATION

Hours of Operation:

- Monday – Thursday, 9AM to 5PM and Friday 9AM -3PM
- Ridgeway Mail Order Pharmacy will be closed on the following holidays:
 - New Year's Day
 - Thanksgiving Day
 - Day After Thanksgiving
 - Christmas Day
 - Fourth of July
 - Memorial Day
 - Labor Day
 - MLK Day
 - Veteran's Day
 - Juneteenth

Contact Information:

- Local: (406)-642-6040
- Toll Free: (800)-630-3214
- Fax: (406)-642-6050
- Email: customerservice@ridgewayrx.com

24/7 Support

- Clinically trained personnel are available 24 hours a day, 7 days a week including holidays and weekends.
- Our after-hours pharmacists are available to assist you with urgent clinical questions.

When to Contact Us:

- You have questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- To check the status of your order or discuss an order delay
- To receive claims related information
- Changes in medications (including OTC and prescriptions)
- Changes in medical conditions or drug allergies

IMPORTANT INFORMATION

- **Financial Information**

- We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue unless you have signed up for our cash discount programs where the price has already been established.
- We will notify you if we become an out of network pharmacy and we will provide you with the cash price of the medication upon request.
- Our team has access to some financial assistance programs to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs, when available.

- **Filling a Prescription**

- Your physician can send us your prescription, you can provide it or you can send it through the mail.
- If you would like a refill, you can order online, call in and use our automated refill system, or speak to a pharmacy team member.
- To enroll as a new member for our services, please sign up online at Ridgeway.pharmacy to provide the necessary information to activate your account. If you are unable to complete the enrollment online, please contact us at 800-630-3214 and a team member can assist.

- **Prescription Transfers**

- If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy upon your request. Please have the receiving pharmacy call us to initiate.
- If your prescription is currently at another pharmacy and you would like it filled with us, please fill out our transfer request form online or simply call in and speak to a team member.

- **Proper Disposal of Unused Medications**

- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
<http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>
<http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm>
RXdrugdropbox.org

- **Drug Recalls**
 - If your medication is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.
- **Accessing Medications During an Emergency or Disaster**
 - In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication.
 - If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medications to ensure your therapy is not interrupted.
- **Medication Issues and Concerns**
 - Please contact the pharmacy as soon as possible to report medication issues such as adverse effects from your medication or suspected errors.
 - We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing to discuss your concerns.