



August 14, 2020

Dear Residents & Families:

I am happy to announce that Partners Pharmacy will provide primary pharmacy services to residents in Manor East effective September 1, 2020. Partners Pharmacy is a national leading independent pharmacy specializing in Assisted Living and Long Term Care pharmacy services in Virginia. This letter is to introduce you to their services and to provide you with information that will be beneficial about their services. We intend to also offer a virtual family night in the near future.

Range Of Services

Partners Pharmacy has developed and utilizes specialized dispensing systems specifically suited to the needs of the residents in our Community. These systems allow Community staff to administer medications with ease which enhances compliance, saves time. As appropriate, medications will be delivered in 30-day quantities. Through special practices and protocols, Partners Pharmacy ensures prompt delivery of ordered medication, 24 hours a day, 7 days a week. Residents who plan to be off campus and require medication while away, will need to make arrangements with the Unit Manager in advance.

Billing Services

Partners Pharmacy is committed to making the billing process as efficient as possible. This includes the direct billing of prescriptions to Medicare Part D and/or other prescription plan insurances for eligible residents. In the event the resident does not have such coverage or that the coverage is subject to co-payments and/or other excluded items, the pharmacy will invoice the resident or responsible party on a monthly basis. While the pharmacy obtains most of the billing information from the Community, it is best that the responsible party provide Partners Pharmacy timely, accurate and complete coverage information to minimize costs. Invoices are mailed monthly and payment is due upon receipt - checks and credit cards are accepted. Accounts that become past due greater than 30 days are subject to a 1.5% monthly interest rate. A toll free number is provided to call the pharmacy with any billing questions or concerns.

The pharmacy will send each resident or responsible party a Responsible Party Agreement Form and Authorization for Assignment of Benefits. In order to serve you better, we require that you complete the information on these forms and provide them with any billing information, such as prescription insurance plan and Medicare coverage. With this information, Partners Pharmacy will be able to correctly bill all third party payors and responsible parties for services provided.

Completed forms can be returned to the address below, you may fax it to Partners Pharmacy at (888) 391-2213 or you can send it via email to Michelle Sharpe, Executive Assistant, at Michelle.Sharpe@covenantwoods.com. Residents also have the option of giving the completed form to Resident Services; health care forms should go to Lauren Duval and assisted living forms should go to Tara Beatty. Please feel free to contact the Partners Pharmacy Billing Department at (800) 378-9020, option 4, with any questions or comments.

Partners Pharmacy
ATTN: Billing Department
50 Lawrence Road
Springfield, NJ. 07081

Covenant Woods will share with the pharmacy the current billing and insurance information we have on file. If you have questions regarding that transfer of information, please contact Lauren Duval, Social Worker at 804-569-4208 for health care resident inquires and Tara Beatty AL Social Services Coordinator at 804-417-9134 for assisted living inquires.

Residents who wish to have mail-order medications repackaged can still do so. There is an additional charge for this service. Please contact Wilhelmina Saunders, Director of Nursing, at 804-569-8699, to learn more about the process.

Sincerely,



Carrie Davis, LNHA
Administrator