Employee Prescription Mail Services Frequently Asked Questions

Do I need to fill out a form for each individual named on my MedCost card as a dependent, or will the pharmacy automatically enroll my family members?
Yes, you will need to complete an enrollment form for each family member. Each family member must receive their own billing account for record keeping purposes.

What happens to my prescriptions after I enroll in the Employee Prescription Mail Service?
Any prescriptions that you request to receive via mail will be transferred to the North Tower Outpatient Pharmacy, which serves as the hub for the Employee Prescription Mail Service program. Your prescription bottles will have the name and phone number of the North Tower Outpatient Pharmacy on them.

Can you mail my prescriptions outside the state of North Carolina?
At this time, prescriptions are not eligible to be shipped outside the state of North Carolina.

What if I want to pick-up a prescription in person but I am enrolled in the Employee Prescription Mail Service?
You can pick-up prescriptions from any location, even if you are enrolled in the mail service. Simply request a refill or new prescription by contacting (or having your doctor contact) the location that you want to pick-up from directly. If your refill is currently at another location, they can transfer it.

What if I have a prescription that I usually pick-up at the Bermuda Run, Cancer Center, Downtown Health Plaza, Medical Plaza Clemmons or Piedmont Plaza pharmacy, but I want to receive it via Employee Prescription Mail Service this time?
Simply call the North Tower Outpatient Pharmacy (716-3363) to request that the prescription be transferred and mailed. You must fill out an enrollment form and complete the account setup process if you have not already.

If my physician sends a new prescription to the pharmacy by phone, fax, or electronic prescribing, will I be notified?
It is preferred that you pick-up new prescriptions in person so that you may ask us any questions about the medication, price or insurance coverage. If the prescription is a refill that has been mailed to you in the past, we will mail it automatically. If you do not want us to mail those refills automatically, please let us know.
If I have MedCost insurance but I take a medication that is not covered by the plan, can I still have the medication sent to me by mail?
Yes.

I have a child in college; can I have prescriptions mailed to their college address?
Yes, as long as your child is a covered dependent on your MedCost health plan and has a North Carolina address.

Are controlled substances eligible to be mailed to my address?
Certain classes of controlled substances may be mailed; however, an adult must be present to sign for the package once it arrives.

If I have MedCost but my spouse does not, can I have their prescriptions mailed since I get them filled at the North Tower Outpatient Pharmacy?
No. Patients must be enrolled in MedCost to qualify for mail services.

How do I pay my co-payment for a mail service prescription?
Mail service prescription co-payments will be charged to an on-line account created by the employee. Flex cards are accepted.