

Frequently Asked Questions (FAQs)

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There are 3 sections of this document. Each section is described below:

- [General](#) – frequently asked questions and answers that apply to both the onsite Walgreens Pharmacy and the onsite Take Care Health Center.
- [Onsite Walgreens Pharmacy](#) – frequently asked questions and answers that apply to the onsite pharmacy.
- [Onsite Take Care Health Center](#) – frequently asked questions and answers that apply to the onsite health center.

GENERAL FREQUENTLY ASKED QUESTIONS (FAQs)

Q.1. Is there a pharmacy and health center available exclusively for the use of Maricopa County benefit-eligible employees and their benefit-eligible dependents?

A.1. Yes, there is a full service pharmacy, owned and operated by Walgreens Company and there is a health center operated by Take Care Health Systems, a wholly owned subsidiary of Walgreens Company. They are staffed by a team of registered pharmacists and nurse practitioners. Both are located together in the County Administration Building on the 2nd floor next to Customer Service.

Except for County holidays, the hours of operation for the onsite Walgreens Pharmacy are Monday through Friday from 7:00 AM to 5:00 PM.

Except for County holidays, the hours of operation for the onsite Take Care Health Center are Monday through Friday from 7:00 AM – 1:30 PM and 2:30 to 5:00 PM. Between 1:30 PM and 2:30 PM the health center is closed for lunch.

Q.2. Can the general public get their prescriptions filled at this Walgreens pharmacy or receive medical services from the Take Care Health Center located in the County Administration Building?

A.2. No, services at this location are provided exclusively for benefit-eligible Maricopa County employees and their benefit-eligible dependents.

Q.3. In order to use the onsite Walgreens Pharmacy and Take Care Health Center, I must be benefit-eligible. What exactly does that mean?

A.3. Benefit-eligible employee means a full- or part-time employee (not a temporary employee) of Maricopa County who is scheduled to work at least 20 hours per week. Contract employees may also be benefit-eligible based on the terms of their contract.

Benefit-eligible employees do not have to be enrolled in a County health insurance plan in order to use the onsite pharmacy or health center. For example, if a benefit-eligible employee waives health insurance coverage because he/she is covered under his/her spouse's health insurance, then the employee can use the onsite Walgreens Pharmacy and Take Care Health Center.

- Q.4. *If I retiree from Maricopa County can I use the onsite Walgreens Pharmacy and Take Care Health Center?*
- A.4. If you are a current retiree who is enrolled in a Maricopa County health insurance plan, you can use the onsite Walgreens Pharmacy and Take Care Health Center.
- Q.5. *Are the pharmacist and nurse practitioner employees of Maricopa County?*
- A.5. No, the entire pharmacy team are employees of the Walgreens Company, and the nursing team are employees of the Take Care Health Systems.
No Maricopa County employees work in this location.
- Q.6. *Why should I use the onsite Walgreens Pharmacy and onsite Take Care Health Center?*
- A.6. At this location, you will receive enhanced personalized patient care from a team of medical professionals who have been trained on all of the Maricopa County health insurance programs that are designed to obtain better health outcomes for you and Maricopa County. With the pharmacy and health center located together, you will enjoy “one-stop shopping” for more of your health care needs.
- Also, incentives are available at this location and apply to benefit-eligible Maricopa County employees and their covered dependents that are enrolled in Maricopa County’s Consumer Choice Plan or Maricopa County’s Coinsurance Plan. For additional information, please see the Onsite Walgreens Pharmacy FAQs - question Q.2 and answer A.2.
- Q.7. *Will the Walgreens Pharmacy and Take Care Health Center share my health information with Maricopa County?*
- A.7. No, the Walgreens Pharmacy and Take Care Health Center teams must adhere to the strict State and Federal privacy laws including the Health Insurance Portability Accountability Act (HIPAA) confidentiality requirements. **Your personal medical information will never be shared with Maricopa County.**
- Q.8. *If I have additional questions about the Walgreens Pharmacy and the Take Care Health Center, who should I ask?*
- A.8. If you have general questions, please call the Employee Health Initiatives Department at 602-506-1010 or you can send an email to benefitsservice@mail.maricopa.gov.

For specific questions related to the onsite pharmacy and onsite health center, please stop by and talk with the pharmacy or nursing practitioner team located in the County Administration Building. Or, you can call the phone numbers below:

Walgreens Pharmacy: 602-283-9925
Take Care Health Center: 1-866-TakeCare

ONSITE WALGREENS PHARMACY FREQUENCY ASKED QUESTIONS (FAQs)

- Q.1. *Can every Maricopa County employee use the Walgreens pharmacy located in the County Administration Building to get the prescriptions filled?*
- A.1. No, services at this pharmacy are ONLY for the exclusive use of benefit-eligible Maricopa County employees and their benefit-eligible dependents. For additional information, please see the General FAQs, question Q.3 and answer A.3.
- Q.2. *Why should I get my prescriptions filled at the Walgreens Pharmacy located in the County Administration Building?*
- A.2. A few good reasons why you should get your prescription filled at this pharmacy are:
1. The pharmacy team is solely dedicated to serving benefit eligible Maricopa county employees and dependents; the focus is to provide you with enhanced personalize care;
 2. The pharmacy team will have more time to educate you about your medications and answer your pharmacy questions;
 3. The pharmacy team is well versed and trained on the pharmacy benefits offered by Maricopa County, which allows them to advise you, when appropriate, on ways to save on your prescription costs; and.
 4. Incentives are available **only at this location** and apply to benefit-eligible Maricopa County employees and their covered dependent that are enrolled in Maricopa County's Consumer Choice Plan or Maricopa County's Coinsurance Plan. Details regarding the incentives are explained below:

CONSUMER CHOICE PHARMACY PLAN

If you are enrolled in the Maricopa County Consumer Choice Pharmacy Plan through Walgreens Health Initiatives, you will receive a \$25 incentive in the form of an automatic deposit into your **Level 1** pharmacy account when you get your first prescription filled at the onsite Walgreens Pharmacy for you or a covered dependent. This

incentive is available once per lifetime and can only be used at the onsite pharmacy for prescriptions.

COINSURANCE PHARMACY PLAN

If you are enrolled in the Maricopa County Coinsurance Plan through Walgreens Health Initiatives, you can save up to \$80 per year on 90-day preferred or generic brand prescriptions when filled at the onsite Walgreens Pharmacy for you or your covered dependents. This savings will result in lower out-of-pocket costs for you since the onsite Walgreens Pharmacy utilizes mail service coinsurance rates.

Q.3. If I am enrolled in the CIGNA Choice Fund Health Savings Account Plan, where the pharmacy benefit is managed through CIGNA, can I get my prescriptions filled at this location?

A3. Yes, you can get all of your prescriptions filled at this location.

Q.4. Can I transfer my prescriptions to this location?

A.4. If you are already filling prescriptions at a Walgreens Pharmacy, you are already in their system. The pharmacy team has access to your profile and can easily transfer your medications.

If you **are not** currently filling your prescriptions with Walgreens, please provide the onsite Walgreens Pharmacy with the name and phone number of the pharmacy you are currently using and the medications you want to have transferred.

Any member of the pharmacy team can help you with the transfer process. To initialize the transfer process with the onsite Walgreens Pharmacy, you can either:

1. Stop by the onsite pharmacy in-person
2. Call the onsite pharmacy at 602-283-9925 between the hours of 7:00 AM and 5:00 PM, Monday through Friday. If you should call after hours, please leave a message and your call will be returned the next business day.

Please note, once you are registered in the Walgreens system, you may use any Walgreens Pharmacy (located nationwide) should you find yourself out of medication and unable to get to this pharmacy (e.g. vacation, business travel, etc). Your medication profile, insurance information and prescriber's contact information (your physician) is accessible to Walgreens team nationwide.

Q.5. Can my doctor call in my prescription to this location?

A.5. Yes, please provide your doctor's office with the contact information below so they can either call or fax in new prescriptions or refills.

Hours: 7:00 AM to 5:00 PM, Monday through Friday

Phone Number: 602-283-9925

Fax Number: 602-283-9934

Q.6 Can I refill my prescriptions by telephone?

A.6. Yes, you can order your prescriptions by telephone at this location just like any other Walgreens. The telephone number is **602-283-9925**.

Q.7. Can I refill my prescriptions online?

A.7. Yes, you can register online at www.walgreens.com for automatic refills, or stop by the onsite pharmacy and the pharmacy team would be glad to set this up for you.

Also, through www.walgreens.com you can sign up for ExpressPay. This is a quick and easy way to pay for your prescriptions. Just enter your credit card or your flexible spending account debit card information online. This information is stored in a secure pharmacy system. When you pick up your prescription, the payment is automatically applied to your credit card or your flexible spending account debit card. If you have questions regarding ExpressPay, you can either:

1. Stop by the onsite pharmacy in-person
2. Call the onsite pharmacy at 602-283-9925 between the hours of 7:00 AM and 5:00 PM, Monday through Friday. If you should call after hours, please leave a message and your call will be returned the next business day.

ONSITE TAKE CARE HEALTH CENTER FREQUENCY ASKED QUESTIONS (FAQs)

Q.1. Can every Maricopa County employee seek medical services from the Take Care Health Center located in the County Administration Building?

A.1. No, services at this clinic are ONLY for the exclusive use of benefit eligible Maricopa County employees and their benefit-eligible dependents. For additional information, please see the General FAQs - question Q.3 and answer A.3.

Q.2. Is there a doctor available at the Take Care Health Center?

A.2. No, the Take Care Health Center is staffed by an independent, Board Certified, State licensed Family Nurse Practitioner. A physician consultant is available for the Nurse Practitioner.

Q.3. What medical services are provided by the Take Care Health Center?

A.3. You will find the same care and treatment that you would find at your primary care provider's office for acute illnesses (not chronic conditions), including but not limited to:

- Routine care for common illnesses (e.g. cold, flu, sore throat, sinus, respiratory or bladder infections)
- Vaccinations for influenza, pneumonia and tetanus
- Treatment for acute skin conditions
- Diagnostic Testing such as Strep, Mononucleosis, Pregnancy, Urine testing for infection, and blood glucose testing when symptoms of hypoglycemia or hyperglycemia are present.
- Write prescriptions if appropriate

Q.4. What types of services are not offered at the Take Care Health Center?

A.4. Examples of services that are not offered include but are not limited to:

- Primary Care
- Chronic Conditions
- Specialty Care
- Worker's Compensation/Occupation Health Injuries
- Prescriptions for narcotics or chronic conditions
- Emergency care for chest pain, shortness of breath or severe injuries which are better treated in an emergency room
- Any service requiring a hospital stay

Q.5. Do I make an appointment to seek medical services from the onsite Take Care Health Center?

A.5 You do not need to make an appointment to seek medical services. This is a walk-in health center. You will need to register through a computer and you will be seen on a "first come, first served basis". Please note that the last patient will be seen at 4:30 p.m. each day.

To be seen by the Nurse Practitioner, you will need to show your medical insurance card such as your CIGNA Insurance Card.

Q.6. What if the nurse practitioner determines that my medical condition can not be treated at the health center? What happens?

A.6. Depending on the illness or problem you may be referred to your primary care provider, an urgent care facility, or to the emergency room.

Q.7. If I choose to seek medical services from the Take Health Care Center, how much does it cost me?

A.7. If you are covered under a Maricopa County health insurance plan, except for the CIGNA Choice Fund Health Savings Account, you will pay your primary care office visit copayment. Your payment is expected at time of service in the form of cash, credit card or debit card. For the CIGNA Choice Fund Health Savings Account Plan, no payment is collected at the time of service. You will be billed at a later date.

If you have waived coverage through Maricopa County, the Take Care Health Center **may not be part** of your provider network, or the cost could be different.

Q.8. How will Take Care Health Systems ensure that I receive the same quality care as my current medical provider?

A.8 Take Care Health Systems makes quality of care their number one priority. They have established specific policies and procedures that outline how the onsite Take Care Health Center operates — ranging from the paperwork you complete to the way the medical team interacts with you. Like your current medical provider, the Nurse Practitioner team at the Take Care Health Center follows rigorous quality procedures and treatment protocols.

It's important to know that Take Care Health System's Clinical Care Guidelines and Preventive Health Guidelines (PHG) are reviewed for accuracy and revised, at a minimum, every two years against the most current recommendations as published by nationally recognized authorities including:

- Guide to Clinical Preventive Services
- American Cancer Society
- American Heart Association
- American College of Physicians
- Center for Disease Control
- American Optometric Association

This allows Take Care Health Systems to ensure a consistent, high quality approach to the care that you receive.

Q.9. How is my health information protected at the health center?

A.9 Take Care Health Systems uses a state of the art secured electronic medical records system. No health information is kept on-site, and Maricopa County does not have access to the system. You can request a copy of your record before you leave to share with your primary care physician.

Q.10 If I see the onsite Take Care Health Center for medical services how will my claim be processed?

A.10. All claims are processed in a timely manner with your health insurance carrier.

Services at this location are for the exclusive use of benefit-eligible Maricopa County employees and benefit-eligible dependents

This health care innovation brought to you by the Employee Health Initiatives Department