

HomeStar Mail Order Pharmacy

If you have any questions concerning HomeStar Mail Order services, please call (610) 628-8900 or Toll Free at 1-855-649-MEDS

1. How does the HomeStar Pharmacy Mail Order work?

Registration

Registration is simple and available by calling a pharmacy representative at (610) 628-8900, mailing your registration form to us at: HomeStar Mail Order Pharmacy, 1736 Hamilton St, Ground Floor - East Tower, Allentown, PA 18104, or by faxing your registration form to (610) 628-8901. During the registration process, we will request basic patient information, drug allergies, shipping information, and payment information.

Submit Your Prescription Order

To expedite processing, have your doctor call, fax or ePrescribe your prescription to HomeStar Mail Order Pharmacy.

Main Telephone Number: (610) 628-8900 or Toll Free Number: 855-649-MEDS

Fax Number: (610) 628-8901

You may also mail your prescription to us at:

HomeStar Mail Order Pharmacy
1736 Hamilton St, Ground Floor – East Tower
Allentown, PA 18104

Processing

Our qualified staff of registered pharmacists and technicians will verify the prescription information, carefully fill your prescription, and check for possible drug and disease interactions. In some cases, our staff may need to contact you via phone or email if they require additional information while processing your prescription. Most prescriptions will be processed through our system within 24-48 hours.

Payment

Once your prescription is processed, payment for your co-pay must be collected before your prescription will be shipped. To expedite prescription processing, you can leave a credit / debit / flex spending card and/or badge number (the 5 digit number that follows the 2* on your badge) on file with us to automatically bill any amounts owed. If you do not have a credit/debit card or badge number on file, our staff will contact you to arrange payment. If you are paying by check, please be sure to include the patient name and prescription number. Checks can be mailed to our processing facility at 1736 Hamilton St, Ground Floor – East Tower, Allentown, PA 18104. Simply call (610) 628-8900 and with any questions.

Shipping

When payment is received, your prescription will be mailed to you via First Class US Mail. Prescriptions mailed to the Allentown area may arrive in 1-2 days. Please allow 2-3 business days for shipping outside the Allentown area.

Counseling

Once you receive your prescription, our trained staff of registered pharmacists are available to answer any questions regarding your prescription. Just call us during normal business hours (Eastern Standard Time, Monday thru Friday 9:00 am to 6:00pm, Saturdays - 9:00am to 1:00pm) and a licensed pharmacist will answer any questions you may have.



2. Where do I find additional registration forms?

New prescription and refill order forms, among others, are available at your Human Resource department. If you would like one mailed or emailed to you, give us a call and a patient services representative will assist you in obtaining any forms you need.

Forms are also available on the web:

St Luke's Intranet Homepage: > Quick Links > Homestar Pharmacy Services > Mail Order Tab > Registration Form

OR from the public St Luke's Homepage: > Find A Service or Condition > HomeStar Pharmacy Services > Mail Order Tab > Registration Form

3. Why should I use HomeStar Pharmacy Mail Order?

With HomeStar Mail Order Pharmacy service, you will enjoy the convenience of receiving your maintenance medication in a 90-day supply through the mail.

A patient services representative is readily available to assist you in every aspect when you fill your prescriptions through HomeStar Mail Order Pharmacy.

4. How do I get the most out of using mail order?

You are already saving both time and money just by filling your prescriptions through HomeStar Mail Order Pharmacy. To make sure you get the most benefit from our mail order service, always fill your maintenance prescriptions with a 90-day supply.

Ask your prescriber to write your medications in a quantity sufficient for a 90-day supply, and process your prescriptions at our facility to begin your mail order services.

You may also try to fill your prescription with a generic medication, rather than the brand unless it is medically necessary.

Speak with your doctor and request a generic medication if possible. Your generic medication is as equally effective as its brand counterpart, but much more cost effective for you and your plan.

5. How long will it take to receive my prescription?

All prescriptions start the mail order process the day they are received. A current credit or debit card on file at HomeStar Mail Order Pharmacy will help to expedite the prescription process. This timing applies only if a valid prescription is received at our processing facility during normal business hours.

Please Note: Delays due to product shortages by the manufacturer or wholesaler could also delay processing. Shipments during holidays may delay packages beyond normal delivery times.

6. What will the HomeStar Pharmacy Mail Order packaging look like?

To protect your privacy and enhance security, all prescriptions will be shipped in discreet plain plastic envelopes or boxes. Nothing on the package will indicate that a prescription is inside.

7. Does HomeStar Pharmacy Mail Order charge extra for shipping and handling?

We offer FREE shipping via the U.S. Postal Service First Class Mail to your home or office. U.S. Postal Service (First Class Mail) is always used unless otherwise noted when your prescription is processed. Expedited shipping is available at an additional fee. Please speak to a patient services representative for further details.

8. How does HomeStar Pharmacy Mail Order ship out my refrigerated medications?

Your refrigerated medications, such as insulin, are packaged in a cooler with enough ice packs to maintain the ideal storage condition of your medication when shipped. Your package is mailed out via USPS, with an expected one day delivery. Your expedited shipment on refrigerated orders is at no extra cost to you.

9. Does HomeStar Mail Order Pharmacy accept returns on prescription orders?

Unfortunately, by law we cannot accept returns of prescription medication for reuse or resale. Any medication that is returned to our pharmacy is destroyed or returned to the customer whether it is opened or sealed. We cannot issue credits or refunds for prescription medications that are returned to our pharmacy. If you received damaged medication, please contact us immediately at (610) 628-8900.

10. What forms of Payment does HomeStar Mail Order Pharmacy accept?

We will gladly accept Visa, Master Card, Discover, as well as debit cards that have a Visa or Master Card logo. We also accept payroll deduction and Flexible Spending debit cards. We recommend that you keep a credit card and/or badge number on file with us in order to expedite the prescription process. We also accept personal checks mailed to our processing facility at HomeStar Mail Order Pharmacy, 1736 Hamilton St, Ground Floor – East Tower, Allentown PA, 18104. If paying by check, please be sure to include the name and date of birth of the patient on the check.

11. I have a prescription to fill ASAP, where do I fill it?

We encourage you to fill your maintenance medications through HomeStar Mail Order Pharmacy. If you are prescribed a medication that must be taken immediately such as antibiotics, cough syrup, etc. we urge that you fill your prescription at your local HomeStar Pharmacy. If you are not located near a HomeStar Pharmacy you can use a local independent or chain pharmacy.

12. How should my doctor write my prescription to ensure that I receive a 90-day supply?

By law, in order for HomeStar Mail Order Pharmacy to be able to dispense your medications in a 90-day supply, your doctor must prescribe the quantity sufficient for a 90-day supply.

13. How do I refill my prescription(s) previously filled by HomeStar Mail Order Pharmacy?

We offer several convenient ways to easily refill your prescription with HomeStar Mail Order Pharmacy. Just complete one of the following easy steps:

- Automated Telephone Refill – Just call (610) 628-8900 and select the refill prescription option from the automated system. It will ask you for your HomeStar Mail Order Pharmacy refill number. (upper left hand corner of label)
- Express Refills- Order up to 6 refills for one patient on line. See Homestar Pharmacy's web page on the Intranet. "Quick Links"> "HomeStar Pharmacy Services > "Mail Order Tab" Look under "Refill Options" for the blue "Express Refills" button located about half way down the page. (click on button and follow instructions)
- Mobile RX – Refill up to three refills for one patient from your smart phone. See Homestar Pharmacy's web page on the Intranet. "Quick Links" > "HomeStar Pharmacy Services > "Mail Order Tab" Look under "Refill Options for the picture of a cell phone and follow the instructions.
- Patient service representative – Call (610) 628-8900 and select to speak to a Certified Pharmacy Technician to assist you through the refilling process. We are happy to help!