



# MedSync Frequently Asked Questions

Banner Family Pharmacy's Medication Synchronization – MedSync -program coordinates the refill of your medications so you can pick them up on a single day each month, resulting in fewer trips to the pharmacy. MedSync is also available for Home Delivery.

## **Q** What can members expect in the program?

**A** Members can expect to work closely with the pharmacy team to tailor a pickup cycle that works for them. Refills will be synchronized to decrease the number of trips needed to the pharmacy.

## **Q** Who is eligible?

**A** Anyone who has three or more maintenance medications that are filled on a regular recurring basis. **Ongoing or maintenance prescriptions** are any medication that needs to be filled on a monthly basis (i.e., birth control, hormones, blood pressure, etc.)

## **Q** How can members sign up?

**A** Get signed up for MedSync by speaking to a member of the pharmacy team, in person or over the phone. View our **Banner Family Pharmacy locations** for contact information.

## **Q** What drugs are included in the program?

**A** Most maintenance medications can be included in the program. Not included are controlled substances and unbreakable packages (i.e., inhalers, ointments, insulin, etc.) and medications not taken on a regular recurring basis. If you are unsure if your medication can be synchronized, contact a member of the pharmacy team.



## MedSync FAQ

### **Q** How will I know when my prescriptions are ready?

**A** When enrolled in MedSync, you will receive reminders to review your medications and to pick up your medications when ready. You will receive up to three notifications per medication cycle. Reminders will be sent via text or phone based on your contact preferences.

### **Q** What happens if my prescriptions change?

**A** Your synchronization can be adjusted to your new therapy. Discuss any medication changes with a member of the pharmacy team prior to your next fill. View our **Banner Family Pharmacy** locations for contact information.

### **Q** What if I need a refill early because I'm going on vacation?

**A** The pharmacy may be able to work with your provider and/or insurance to allow for an early fill. Work with your pharmacy team to discuss when refills are needed earlier than scheduled.

### **Q** Who can I contact if I have questions?

**A** Any member of the Banner Family Pharmacy team. See the list of **Banner Family Pharmacy** locations to view contact information.

