



## Frequently Asked Questions about CCS Medical Pharmacy

### Q. What are the pharmacy hours?

A. CCS Medical Pharmacy is open from 8:30 a.m. – 7:30 p.m. EST, Monday – Friday and available by phone 8:30 a.m. – 4:30 p.m. EST on Saturday. We are closed on Sunday. However, our licensed pharmacists are available 24 hours a day if you have a question or are concerned about a medication.

### Q. How can I talk with a pharmacist?

A. We have licensed pharmacists available 24 hours a day, 365 days a year. If you have questions about a medication, please contact a pharmacist at 1.888.308.8882.

### Q. How do I order my prescriptions through CCS Medical?

A. You can order through our secure online patient portal by visiting [myccsmed.com](http://myccsmed.com) or you can contact our pharmacy directly at 1.888.308.8882.

### Q. Do you mail insulin and other items that require refrigeration?

A. Yes. We will ship those medications to you in an insulated package along with frozen gel pack(s) to maintain proper temperatures throughout transit. We use expedited shipping via UPS or Express Mail.

### Q. How can I find out what medications are available through CCS Medical Pharmacy?

A. Contact our pharmacy at 1.888.308.8882. Our patient care representatives will be glad to assist you.

### Q. Will my copays remain the same?

A. Yes. Your copays are determined by your insurance plan and will typically remain the same from one pharmacy to another. Throughout the year, your copays may change once you meet your deductible or the Medicare coverage gap known as the “donut hole.”