



FAQ

How do I get started?

- Care4Us Pharmacy will be available by phone at 901-625-DRUG or fax at 901-676-6134
- Online at www.care4uspharmacy.com or help@care4uspharmacy.com
- Review your prescription plan at www.medben.com/mssc/

What is the difference between Care4Us pharmacy and other retail pharmacies?

- Exclusive to covered MedBen Health Plan members and their families.
- Care4Us Pharmacy is the PREFERRED member-based pharmacy built with our members in mind, that focuses on convenience and providing quality medications at the best possible price.
- The Care4Us Pharmacy formulary focuses on generics and preferred brand medications to keep our member's out-of-pocket costs low.
- It's a proactive personalized pharmacy solution for delivering high-quality medications for zero to lower costs for member and their dependents.
- Our pharmacist, Dr. Blake, will evaluate your drugs in real-time, providing quick and seamless savings opportunities right at the pharmacy counter.

What other services are available with the Care4Us Pharmacy?

- Experience stress-free personalized service with speedy pick-up in less than 5 minutes.
- Your pharmacist, Rose Blake, and her team have over 30 years of experience explaining your medications so you feel more confident about their medicines.
- A "Brown Bag" Medication Review is Available (in person or virtual).
 - Medication review that could save your life!
 - Review all Current Medication and Drug Interactions.
 - Bring ALL of your medications; prescriptions, over the counter medicines, vitamins, supplements & herbal medicines; topicals, liquids, injectables & inhalants to the Care4Us Pharmacy, and the Pharmacist will review all relevant drug interactions.

When should I use my LIME ACCESS prescription card?

- Present your LIME ACCESS Prescription Card to your physician's office upon check-in to have prescriptions sent to the Care4Us Pharmacy.
- If you have a list of medications, you are currently taking, share that information with us. If you're not sure, just let us know and we will gather the necessary information from your previous pharmacy.
- If you are not currently on medication, the next time your doctor writes a prescription and asks where to send it, Say Care4Us Pharmacy in Bartlett!

How do I sign up for home delivery?

- Convenient Home Delivery with low-cost shipping for maintenance prescriptions
- For monthly maintenance medications, call 901-625-DRUG or transfer@care4uspharmacy.com, and our pharmacy team will transfer your prescriptions to our convenient home delivery service with free shipping.

Can I use the Care4Us Pharmacy for my family members?

- The MedBen Health Plan allows you to fill prescriptions for your covered dependents.
- Your family members can also use your card to take to their provider's office to transfer their prescription(s) to the Care4Us Pharmacy. (Feel free to snap a picture on your phone to present at check-in).

Hours of Operation

M-W 8:30am – 5:30pm
Th 9:00am – 5:30pm
Fri 8:00am-11:30am
Sat 8:00am – 12:30pm
www.care4uspharmacy.com

7665 US Hwy 70
Bartlett TN 38133
next to the Care4Us Clinic
Phone: 901-625-DRUG
Fax: 901-676-6134