



Client Success Guide

For SafeDose Pharmacy Partners

Full-service pharmacy care and medication fulfillment for IDD and residential care facilities managing medications for individuals.

Contacting SafeDose

Onboarding Team	Amanda James Kristina Eickhoff	onboardingteam@anewhealthrx.com
Pharmacy Supervisor	Amy Rhoads	arhoads@anewhealthrx.com
Account Management Needs	Holly Gillespie Courtney Nelson Kevin Molina	hgillespie@safedose.com cnelson@safedose.com kmolina@safedose.com
Emergency On-Call Pharmacist <i>(after hours only)</i>	Please only use the emergency number if there is a true emergency need for medication.	317-408-1431

Pharmacy Hours of Operation

Monday–Thursday: 8 a.m.–5 p.m. ET (3:00 p.m. cutoff for next-day delivery)

Friday: 8 a.m.–3 p.m. ET (1:00 p.m. cutoff for Monday delivery)

Phone: 317-829-0550 | **Fax:** 317-829-0540

805 Beachway Drive, Indianapolis, IN 46224

Medication Ordering, Receiving and Quality Event Procedures

Guidelines for after-hours orders, back-up pharmacy, medication delivery and quality event concerns

Medication Ordering Procedures

- Send all new and change orders to SafeDose by fax, email or e-scribe as soon as they are received.
- Note on the fax/email whether the order is needed tomorrow, with the next cycle or if it must be called into the back-up pharmacy.
- Routine new medication orders typically arrive within 1–3 days (depending on location) when received by SafeDose by 3 p.m. EST (Monday–Thursday) or 1:00 p.m. EST (Friday).
- Call SafeDose 5–7 days before you run out of PRN and on-demand medications.

Back-Up Pharmacy Procedures: Order Fulfillment Process

After Normal Business Hours and Weekends

For after-hours or weekend needs, e-scribe the order to SafeDose. If needed before business hours, call the on-call service at 317-408-1431 to forward it to a local pharmacy. Bring the individual's insurance info to the back-up pharmacy to avoid charges.

Types of Medications Filled at the Back-Up Pharmacy

Short-term medications (e.g., antibiotics) are usually filled completely at the back-up pharmacy. Long-term or routine medications are typically filled as a short supply from the back-up pharmacy; the rest is shipped by SafeDose.

Sending Prescriptions to SafeDose

E-Prescribe (eRx): Search for “HomeFree Pharmacy Services” or by ZIP code (46224)

Email: SafeDose Care Team or Onboarding Team Member

Phone: 317-829-0550

Fax: 317-829-0540

Mail: 805 Beachway Drive, Indianapolis, IN 46224

Receiving Medications



Medications will be delivered via UPS/FedEx/courier to the address on file.

If there is a change of address (temporary or permanent), inform a technician as soon as possible.



Once medications have arrived, please verify that all medications on the included delivery ticket have been received.

If there are any discrepancies or questions, notify a technician.

Escalating Quality Events

Please reach out to our Pharmacy Quality Improvement (QI) team at quality@safedose.com about any quality events.

Medication Events

- Unintended medication is received
- Unintended medication receipt day, such as a cycle or next business day request
- Unintended medication quantity is received
- Unintended medication dose/dosage form is received

Client Service Events

- Medication is delivered in the unintended packaging (vial, punch card or medication pouch)
- Medication is shipped to the unintended shipping preference, facility or home
- Service issues or delays

Third-Party Events

- Medication is delivered late due to issues with FedEx, UPS or local couriers
- Packaging is damaged
- Issues related to back-up pharmacy

FAQ

What does it cost to have your services?

There is no cost for the special packaging, customization, or shipping. Insurance copayments (if they have them) typically stay the same. Optional eMAR services are the only additional cost.

How can an individual start receiving medications from SafeDose?

We can accept signed physician orders, paper scripts, e-scripts, and we can contact their current pharmacy to request transfer of prescriptions. Once an individual is onboarded, please notify their prescribers their pharmacy changed.

Do you offer an eMAR?

SafeDose partners with many different eMAR systems. Contact your SafeDose account representative for specific information.

How quickly can you send medications?

SafeDose uses UPS and FedEx for regular deliveries. If there is an immediate need, a local pharmacy will be utilized. Medications will arrive 5-7 days before existing supplies run out.

What insurance do you accept?

Most insurance plans are accepted, including state Medicaid plans.

How do you handle refills?

SafeDose contacts prescribers directly when refills are needed. We may request your assistance if we cannot get in touch with a prescriber.

Do you check for interactions if a new prescription is added?

We check for both drug interactions and allergic reactions at the time of enrollment and any time a drug is added or changed. If a problem is found, we automatically contact the prescriber(s) to resolve it.

Can other, non-routine oral medications be provided?

Yes. SafeDose is a full-service pharmacy and can provide OTCs, vitamins, supplements, liquids, ointments, creams, etc. OTCs, vitamins and supplements can also be included in the packets.

What happens with a new medication or dose change?

Our pharmacists will work with you and their prescribers to determine the best solution based on the individual's needs. If the medication change occurs in the middle of an individual's cycle, we may ship a short supply of the new dose/medication to carry them through the end of their cycle. Other times, if approved by the prescriber, we can wait until the next cycle to include the new dose or medication.

Can you fill more than one month's (28 or 30 days) supply at a time?

No. All medications must be provided for either a 28-day or 30-day cycle.

How can individuals pay their copayments?

Copayments can be paid by credit card, debit card, or check. Digital payments can be made at safedose.com. All checks must be mailed to 805 Beachway Drive, Indianapolis, IN 46224. If not paid, accounts may be placed on hold.