



Frequently Asked Questions

Tips & Best Practices

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Partner Relations Team Contact Information

Nicole Banahene

Director of Partner Relations

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nbanahene@medassist.org

Rebecca Davis

Manager of Partner Relations

Cell: 252-227-0838

rdavis@medassist.org

Partner Relations FAQ's

Do you know what the purpose of the partner relations team is?

- Nicole and Rebecca are here to help our Partners in Hope with any issues or questions you may have. We are here to address and resolve any issues with our NCMA staff, clarify any processes we have in place, or simply help with status checks.
- Please don't ever hesitate to reach out to us if you need anything. If you don't bring the problem or issue you are having to our attention we can't fix it for you. If you have a problem with a specific team member please make sure to get their name so you can let us know.

Why am I not receiving update emails or reports?

- We don't have you on our contact list. If you are not receiving email updates or reports, please let us know. We will get you added to the list. If you have staff changes, please keep us updated so we can keep our records current.

Social Work Team Contact Information

Robbie Jarrett- Director of Patient Engagement

Office: 704-350-3571

rjarrett@medassit.org

Jackie Rodriguez-Aquirre (Bilingual) – Social Worker

Office: 704-350-3564

jrodriguez@medassist.org

Terrelle McCain – Social Worker

Office: 704-350-3570

tmccain@medassist.org

Janice Terry-Kidd – Social Worker

Office: 704-350-3605

jterrykidd@medassist.org

Leslie Chisholm – Social Worker

Out on medical leave as of 12/2019

Office: 704-350-3572

lchisholm@medassist.org

Limary Cruz – Social Work Supervisor (Bilingual)

Out on maternity leave as of 4/8/2020

Office: 704-350-3577

lcruz@medassist.org

Social Work FAQ's

What is the best way to contact a Social Worker?

- Email is always quicker than calling! Our social workers are always busy and may be assisting walk-in patients, but during their down time, they can answer a few emails rather than making a few return calls.

What if I have an immediate need and can not get an answer from a social worker?

- If you urgently need to speak to a social worker and do not have time to wait for an email you can call our main line (704-536-1790) to see if they can directly connect you with someone that is available. You can also reach out to Nicole or Rebecca.

What can I do if I have emailed a social worker for patient status updates and they do not respond?

- If you ever have trouble with a social worker not responding to emails or phone calls in an appropriate amount of time (24-48 hours), please let Nicole or Rebecca know. We can work to get the answers you need and will address the situation with the social work team.

When there is a problem with one of our patient applications, my co-workers get notified, but I do not. How can I change that?

- If you do not currently receive emails from social workers when there are problems with a patient's application, please let one of the social workers or Nicole/Rebecca know, and they can add you to their contact list for your site.

Pharmacy Team – Contact Information

Pharmacy Phone Number: 704-943-9639 or
866-331-1348 and follow the prompts.

Fax Line: 704-536-9812

Dustin Allen, PharmD
Pharmacy Manager
dallen@medassist.org

Pharmacists

Erin Fields

Stephanie Fox

Pat Loman

Andrea Rogers

Lydia Wang

Pharmacy Technicians

Susie Davis – Senior Care Specialist

Anna Flores

Holly Figueora

Margarita Gallardo – Patient Compliance
Advocate

Kimmie Marble

Pharmacy FAQ's

Patient Information

Why do you still call my patient if I have already told them about your program?

- We appreciate those partners who are educating patients about how our program works and where they will be getting their medications from. However, not all of our partners do this well. program.
- Our Patient Compliance Advocate calls new patients to make sure they know how our free pharmacy works and how they can call in their refills. She will also verify patients medications and address so we can make sure the medications are going to the right place.

Why can't I call on behalf of my patient to change their address?

- You can always call us or email us and let us know if a patient's address has changed! If you are told otherwise, let us know immediately.

Pharmacy FAQ's

Pharmacy Procedures & Guidelines

Why doesn't the pharmacy call to let us know when a patient's medication is discontinued?

- Our pharmacy software is not set up to group certain providers together and attach notes about our partner sites. Due to volume and our workflow, we do not have the man-power to let individual sites know each time a medication is discontinued for one of your patients..
- If you are working with the doctor's office for a particular patient, you may want to see if they are able to let you know if a medication is discontinued or tell you patients to inform you when that happens.

Why can't I fax in my patient's prescriptions if I am not a doctor's office?

- As a licensed pharmacy, we must follow all rules and statues according to the North Carolina Board of Pharmacy (NCBOP). Statute 21 NCAC 46. 1813 specifically addresses the transmission of prescription orders. [Click here to learn more.](#) If you are not the doctor's office we are unable to grant this request. All prescriptions must be faxed or e-scribed from a physician's office. We are also unable to fill prescriptions that are altered in any way.

RXLocal Portal FAQ's

General Information

What if I am still unable to access RX Local?

- If you still can't get on RX Local with the username and password provided or you have lost the original username and password information please let Nicole or Rebecca know so we can send the information again.
- If you are just having trouble getting logged in please let Nicole or Rebecca know. We can walk you through the steps to get logged into to portal.

Why don't you update the portal to a provider view instead of a family view?

- This portal was created for families to use and that is why there is no provider view. As of now they do not offer a provider view so this is the only way it can be used.
- This is a portal we are giving you access to so you can better assist your patients. We did not create this portal therefore have no way to change the view. You are not required to use RXLocal, we just wanted you to have the option available.

RXLocal Portal FAQ's

General Information

Why is RXLocal it so slow?

- If you are experiencing lagging when you are using the portal, it may be your internet connection.
- It may also be the internet web browser you are using. If you do not know what an internet web browser is or need help changing your browser, contact Nicole or Rebecca for help.
- Google Chrome, Mozilla Firefox, and Microsoft Edge are the preferred internet web browsers. If you are using Internet Explorer, you will most likely be unable to access the site or have issues while logged in.

What if I am a new employee and do not know how to use the system or I just need a refresher?

- Nicole and Rebecca offer RXLocal training to new staff at your site and also to any individuals at your site who still need help navigating the portal. Contact Nicole or Rebecca to set up this training.
- Also be on the lookout for Webinars, there may be a training session already scheduled for RXLocal coming up.

RXLocal Portal FAQ's

Patient and Prescription Information

Why do I have to add my own patients to the portal when they get enrolled?

- We simply do not have the man-power to add in your patients into the portal when they are approved.
- If you still have a long list of patients to add to the portal, please let Nicole or Rebecca know and we will be happy to help you get all of your patients in the portal to get started.
- Then you will only have to add new patients when they are approved.

Why does the refills date on the patients bottle and the refill date in the portal not match?

- We allow prescriptions to be filled 10 days before the patient will run out of medication and that date is reflected on the prescription bottle.
- RXLocal is set up to show the exact date a prescription will run out, that is why the date on the patient bottle will be earlier than the date shown on the patients profile.

Warehouse & OTC Store Contact Information

Renee Warner- OTC Store Manager

Office: 704-350-3567

rwarner@medassist.org

To order OTCs online, [click here](#).

OTC Orders – FAQ's

Did you know as a Partner in Hope you can get a box of over-the-counter medicines mailed to you site?

- OTC medications are normally mailed out about once a month and if you are a Partner in Hope, this is a benefit as part of your agreement.

What if I am not a Partner in Hope, can I still get over-the-counter medications mailed to my site?

- Yes, you can still request OTC medications through Renee. Your site will just have to cover the shipping cost to send the medications.