

Clarest at Home

Frequently Asked Questions



Getting started

How does the Clarest at Home program work? Clarest at Home makes managing your medications easy. Our flexible, comprehensive services integrate technology, human engagement, and proven processes to offer quality and convenience at every step. We schedule a consultation to get the program started. We communicate directly with your healthcare providers to handle refills and ensure that prescriptions are accurate and up to date. We then deliver a 30-day supply of our easy-to-use, tear strip medication pouches straight to you.

Does this mean I won't have to fill pill boxes or pick up prescriptions from my local pharmacy? Correct! Managing your medications has never been easier. No more filling pillboxes. No more trips to the pharmacy. Eliminate the stress of coordinating with multiple providers and pharmacies.

Can you work directly with my healthcare providers? Yes. Dispensing prescription orders is safest and most accurate when they are received directly from your providers. We find that most providers are very supportive of our medication management program because it helps reduce medication errors. We are happy to send your provider information about our program, upon request.

How do I transfer my prescriptions to you? After you enroll with Clarest at Home, our team will work with your current pharmacies to ensure a seamless transfer.

Packaging and medication management

I would like to sign up, but a couple of my medications keep changing. What should I do? We will temporarily send frequently changing medications in a traditional prescription vial. Once those medications stop changing, we will transition them to our easy-to-open tear strip pouches, along with your other medications.

How many prescriptions can you accommodate? How many pills does a package hold? We can manage an unlimited number of monthly prescriptions. Each individual pouch is designed to accommodate up to 5 tablets or capsules, depending on their size.

What if I take more than 5 medications at one time? No worries! For individuals taking more than 5 medications at a specific dose time, additional packets are created and labeled as follows: 1 of 3, 2 of 3, and so forth.

Can you provide medications that can't go in the tear strip medication pouches? If you have refrigerated medications, inhalers, syrup, insulins, or any medication that is taken only as needed, we will make every effort to send these at the same time as your monthly shipment. They will be packaged in traditional vials or sent in the original containers, and we will attempt to ensure that all medications are received at one time.

Can you supply my over-the-counter medications? Currently we only provide over-the-counter medications and supplements when prescribed by your provider. We offer competitive pricing on these products when they are not covered by your insurance.

How will I know when I'm supposed to take my medications? Each medication pouch is customized and printed with a specific date and time category (i.e., AM, Noon, PM, Bed). The name and physical description of the contents will also be listed. You will receive complete information on precautions, drug interactions, and side effects with each medication.

Is your packaging childproof? The pouch packaging is not childproof, but vials can be outfitted with a child-proof safety lid upon request.

Billing

Will my prescriptions cost more? Will I receive a monthly invoice? Are there online bill pay options? Our services, including packaging and home delivery, are provided at no additional cost (benefits may vary based on your insurance plan and provider). You are simply responsible for your regular prescription co-payments which are similar to, or the same as, a retail pharmacy. Additionally, you have the option to set up auto payments using your debit or credit card, ensuring hassle-free transactions every month on a date of your choosing.

Ongoing support

What happens when I have a medication change, need to reorder or have questions about my delivery? We can accommodate medication changes, including the addition and/or removal of medication(s). A member of the Clarest at Home team will call you each month to verify any changes you may have in your prescription medications, ensure you are familiar with how to take your medications as prescribed, and answer any questions. We will then work with your provider to request any needed refills. You can also call us with any questions relating to filling prescriptions, packaging, delivery and reordering at 877-439-8614.

Can you deliver controlled substances and emergency medications? If so, is there a different procedure? We adhere to state regulations regarding the shipment of controlled substances and emergency medications and will ship if permissible. For added security with controlled substances, we may require a tracking number and signature-upon-delivery. For emergency medications, please contact our pharmacy at 877-439-8614 to discuss.

Can I return unused medications for a refund? Once your medications have been sent to your home, our pharmacy cannot accept returned medications, nor offer any type of refund.