



FAQ

Mary's Center Pharmacy



What is the Mary's Center Pharmacy?

Mary's Center Pharmacy is an in-house pharmacy located at 3912 Georgia Avenue, NW in Petworth, where you can have your prescriptions filled. We offer friendly service and free home delivery.

How is Mary's Center Pharmacy different from outside pharmacies?

Mary's Center Pharmacy is owned by Mary's Center and we work directly with your health care team to coordinate your prescriptions, medical supplies, and insurance information to help prevent any delays in starting your medication or treatment.

What are the benefits of using Mary's Center Pharmacy?

It's easy and convenient to fill your prescriptions at our new, in-house pharmacy.

Our pharmacists will become part of your medical team to ensure you are getting the best care:

- Competitive pricing and discounts with access to not-for-profit programs that can help you save money on your prescriptions
- Personalized services and specialized medications
- Free delivery

Can I use the pharmacy after I've seen my provider at the health center?

Yes. Tell your health care team that you would like to use the on-site pharmacy - saving you time and the hassle of making an extra stop to another pharmacy.

Remember to bring your pharmacy insurance card with you when you visit the pharmacy.



If you have questions, please call one of our friendly Customer Service Coordinators at 1 (844) 370-6201.

How do I refill my prescription?

Our automated system is available 24 hours a day - 7 days a week.

To refill a prescription quickly, use the Rx # from your prescription label.

You can easily refill your prescription by:

-  Calling 1(844) 370-6201
-  Visiting our website @ www.maryscenterpharmacy.org/pharmacy

How can I pay for prescriptions?

You can pay for your prescriptions with cash, check, or major credit card.

I don't have any refills left on my prescriptions. What should I do?

No special steps are necessary. Order your refill by calling the pharmacy, visiting our website, or using the mobile app. If there are no refills remaining, the pharmacy will contact your provider for you to obtain a new prescription.

Please keep in mind that refill authorizations may take 1-3 business days, depending on the day you request the refill and the provider's schedule.

Can I fill my prescriptions from non-Mary's Center providers at Mary's Center Pharmacy?

Yes. You can either bring in your prescriptions from non-Mary's Center providers, or request that your provider send your prescriptions to Mary's Center Pharmacy by phone, fax, or electronically.

Does Mary's Center Pharmacy deliver?

Yes, the pharmacy offers free delivery. An adult must be present to sign for the package.

Patients may receive one free delivery of maintenance medication each month and one free emergency or new medication order delivery per month.

Additional charges may apply for multiple deliveries in a given month.

What insurance does Mary's Center Pharmacy accept?

Most insurance plans are accepted. You can get more information by calling one of our Customer Service Coordinators at 1 (844) 370-6201.

What if I don't have insurance?

We offer discounted prices to Mary's Center patients who get prescriptions written by Mary's Center providers and competitive pricing for cash paying patients.

The pharmacist told me that my prescription requires a prior authorization (PA). What does that mean?

Insurance plans sometimes require additional information from your provider before they will cover certain medications.

Our pharmacy staff will work with your insurance plan and your health care provider to complete any PA requirements.


The PA process may take several days and you will be notified once your prescription has been approved or denied by your insurance company.

If you have questions, please call one of our friendly Customer Service Coordinators at 1 (844) 370-6201.


Is same day delivery available?

Yes. Same day delivery may be possible for prescriptions received before 3pm.

Where is the pharmacy located?

 Mary's Center Pharmacy
3912 Georgia Avenue, NW
Washington, DC 20011

What are the pharmacy hours?

 Hours: Monday - Friday
8:30am - 5:30pm

For more information:

Questions or to refill a prescription, call or visit our website.

Phone number: 1(844) 370-6201

Website:

www.maryscenterpharmacy.org/pharmacy

