

Getting started



Inova's retail pharmacy services are here for all Inova team members and their families – and accept most insurance plans. Our pharmacists work closely with you and your care team to support your health every step of the way.

Need a specialty medicine or home delivery?

Inova Retail and Specialty Pharmacy supports all home deliveries – whether it's a maintenance medication or something more complex. Our team is here to coordinate free home delivery or easy pickup at your preferred Inova pharmacy location.

Managing a chronic condition?

Our experienced clinical pharmacists and pharmacy liaisons can help simplify your care – from handling insurance and prior authorizations to answering questions about side effects, renewals and financial assistance.

We're just a phone call away

Reach us at 571.472.1399.

Want to save more?

See the chart inside for copay savings with Inova-provided insurance.

Locations

Inova Fair Oaks Hospital*

3600 Joseph Siewick Dr., Fairfax, VA 22033

Located on the first floor, across from the gift shop.

Phone: 703.391.3080 **Fax:** 703.391.4064

Hours of operation: Monday to Friday, 9 a.m. to 6 p.m.
Saturday, 9 a.m. to 3 p.m.
Sunday, closed

Inova Fairfax Medical Campus

3300 Gallows Rd., Falls Church, VA 22042

Located on the ground floor of Inova Schar Heart and Vascular near the elevators.

Phone: 703.776.8250 **Fax:** 703.776.8232

Hours of operation: Open 7 days a week, 8 a.m. to 8 p.m.

Inova Loudoun Hospital*

44045 Riverside Pkwy., Leesburg, VA 20176

Located on the first floor of the North Tower next to the diagnostic imaging waiting room.

Phone: 703.858.6020 **Fax:** 703.858.6007

Hours of operation: Monday to Friday, 9 a.m. to 7 p.m.
Saturday and Sunday, 11 a.m. to 5 p.m.

Inova Center for Personalized Health*

8081 Innovation Park Dr., Fairfax, VA 22031

Located on the second floor, across from the gift shop.

Phone: 571.472.1500 **Fax:** 571.472.3106

Hours of operation: Monday to Friday, 8 a.m. to 6 p.m.
Saturday and Sunday, closed

**A department of Inova Fairfax Hospital*

[Inova.org/RetailPharmacy](https://www.inova.org/RetailPharmacy)



Inova Retail Pharmacy Services

Retail and specialty pharmacy program



- Personalized refill reminders
- Medication adherence programs
- Help obtaining financial assistance
- Free home delivery of specialty medications and 90-day maintenance medications
- On-call pharmacist support 24/7

Prescription drugs

Prescription drug coverage is included in the premiums you pay for medical coverage. The copays or coinsurance (collectively referred to as "cost sharing") in the chart below show how much you'll pay for a prescription. Cost sharing counts toward your out-of-pocket maximum but not your deductible.

Inova team members on Inova-provided insurance utilize the pharmacy benefit manager, Capital Rx. For questions, please contact Capital Rx's dedicated customer care team at **1.844.306.7605** or your Inova Pharmacy team at **571.472.1399**.

Up to a 30-day supply from retail pharmacy

	Inova Retail and Specialty Pharmacy	Non-Inova retail pharmacy
Generic	\$5	\$10
Preferred brand ¹	20% (\$20 minimum, \$50 maximum)	20% (\$25 minimum, \$80 maximum)
Nonpreferred brand	30% (\$55 minimum, \$100 maximum)	35% (\$75 minimum, \$120 maximum)

¹ If you are enrolled in the health savings account (HSA) high deductible health plan (HDHP), you will pay the full price for all prescriptions until you meet your medical plan deductible. Once you've met your deductible, you will be charged the copays shown. Note that the deductible will be waived for drugs on the preventive therapy list.

Participants in the preferred provider organization (PPO) plan do not have to meet their deductible before copays apply for prescription coverage. Prescription copays do not apply toward the deductible for the PPO plan.

Up to a 90-day supply from mail order or participating retail pharmacy

	Inova Retail and Specialty Pharmacy – mandatory in VA, MD and DC	Non-Inova retail pharmacy or Costco home delivery
Generic	\$15	\$30
Preferred brand ¹	20% (\$50 minimum, \$125 maximum)	20% (\$65 minimum, \$200 maximum)
Nonpreferred brand	30% (\$150 minimum, \$250 maximum)	35% (\$190 minimum, \$300 maximum)

¹ If you elect to purchase a brand-name drug when a generic alternative is available, you will be required to pay the brand cost sharing, plus the difference between the cost of the brand-name drug and its generic equivalent. There are no exceptions.

Maintenance medications

You are required to receive a 90-day supply of a maintenance medication after your second fill of a 30-day supply.

Specialty medications

² Specialty medications are high-cost prescription drugs used to treat complex, chronic conditions such as rheumatoid arthritis, multiple sclerosis and cancer.

Specialty drugs must be filled through Inova Retail and Specialty Pharmacy for team members who reside in Virginia, Maryland or Washington, DC. This includes free enrollment in our specialty pharmacy management program which includes help with insurance approvals, financial assistance, side effects management, refill coordination and on call or scheduled conversations with a clinical pharmacist.

Due to manufacturer restrictions, some limited-distribution specialty medications will be filled at another specialty pharmacy. For more information, please contact the Capital Rx customer care team.

Questions for Costco home delivery

Maintenance medications: 1.800.607.6861

Specialty medications: 1.855.213.0070

GLP-1 and specialty drugs²

	Inova Retail and Specialty Pharmacy (VA, MD or DC) and Costco Specialty Pharmacy (all other states)
Specialty generic drugs and preferred brands	30% (\$125 maximum)
Specialty nonpreferred brand	30% (\$250 maximum)

Note: There is a \$20,000 lifetime maximum benefit for fertility drugs.



One team

Fill your prescriptions through an Inova Retail Pharmacy* and receive personalized attention for your specific pharmacy needs. It is convenient and cost-effective, especially with the low copays you'll get if you have Inova-provided insurance. Plus, any revenue is paid to Inova rather than a competing pharmacy.

Ordering 30-day prescriptions through Inova Retail Pharmacy

Advise your physician to fill your 30-day prescription at one of the Inova Retail Pharmacy locations by e-prescribing, calling or faxing a script.

Ordering 90-day prescriptions through Inova Retail Pharmacy

Simply have your provider call, or e-prescribe a new 90-day prescription to an Inova Retail Pharmacy or call the Inova Pharmacy team member support line at 1.571.472.1399 to coordinate the transfer of an active prescription with refills. You can pick up your prescription at one of the Inova pharmacies or have it scheduled for delivery to your home.

**Note: Team members who live in Virginia, Maryland or the District of Columbia may fill prescriptions through an Inova Retail Pharmacy in person pickup or by home delivery from Inova Retail and Specialty Pharmacy. Those in other states may choose Costco, Costco Specialty or another in-network retail pharmacy for prescription fulfillment.*