

Specialty Pharmacy

Hours of operation

- Normal business hours: 8 p.m.-4:30 p.m. CT Monday-Friday
- Emergency on-call service: after normal business hours and weekends/holidays

Order cutoff times

Orders/prescriptions received at MMS by 2 p.m. CT will process and ship same date of receipt except in the following circumstances:

- Orders containing refrigerated items, marked second-day air, that are received after 2 p.m. on Wednesday, Thursday or Friday will ship the following Monday.
- Orders containing refrigerated items, marked overnight, that are received after 2 p.m. on Thursday or Friday will ship the following Monday.

Please note: Refrigerated items require either a second-day air or overnight delivery schedule. We cannot ship refrigerated items over the weekend unless marked for a Saturday delivery (Saturday delivery is not available in all ZIP codes).

Consolidation of orders

In order to assist our customers/clinics with minimizing their shipping fees, we will consolidate orders being sent by each clinic, as long as those orders are entered together and then received together by MMS.

Please note: Orders that need clarification may be held and shipped separately if there is a delay in receiving follow-up from the clinic/clinician. Please also note that orders received at random throughout the day may be sent in multiple shipments to each clinic.

Shipping fees

Orders can be shipped overnight, second-day air, ground or via white glove. Shipping fees will apply at time of order.

Agent designation forms

Our Patient Confidentiality and Privacy policies require any patient who would like their prescription medications shipped to a care facility/clinic to sign an agent designation (AD) Form designating the care facility/clinic is authorized to receive their medications. If a prescription order is received by MMS Solutions requesting a clinic shipment and an AD form is not on file for that patient, MMS Solutions will contact the clinic to obtain the AD form or confirm with the clinic that the order will be shipped to the patient's home. The aim is to resolve discrepancies within seven days.



MMS Solutions
239 Mason Road
La Vergne, TN 37086



866.716.5486
866.750.0823 (fax)



mmspharmacy.com



MMS Solutions return policy

Our goal is to ship every order accurately. In the event of an error, we will correct it. Before returning any item to MMS Solutions, please read this entire Return Policy and follow our Return Procedure. A copy of this Return Policy and Procedure may also be found on our website at mmspharmacy.com

In most instances, damaged or defective medication or supply items are replaced at no charge. Items should be inspected upon delivery for damage and/or defect.

Products in saleable condition with a return authorization number (RA#) may be returned for account credit. To request an RA# or for questions regarding whether an item may be returned, call MMS Solutions. For credit, all products require the following:

An RA# from MMS Solutions written on the original packing slip and included with the return.

Items must be returned to MMS Solutions in saleable condition.

Items must have been purchased from MMS Solutions.

Items must be returned within the specified timeframe.

For credit, all returned items are evaluated for integrity to determine if the items are in saleable condition and if the account will be credited. All returned medications are evaluated for pharmaceutical integrity by a pharmacist to determine if they are in saleable condition. If there is any doubt as to the pharmaceutical integrity of the returned medication, we will err on the side of caution and deem the medication damaged and unusable. When determining if an account will be credited, determination of pharmaceutical integrity and saleable condition of all medication returns are subject to the final decision of the reviewing pharmacist. **Please make every effort to prevent the need for an item to be returned.**

Return guidelines

- Recalled medications/supplies are treated differently than returns.
- The customer is responsible for any shipping charges incurred when returning medications or supplies ordered in error.

For credit

- Any medication or supply item must be returned to MMS Solutions within a timeframe that ensures integrity of the product, and the product must be in saleable condition.
- An RA# must be obtained from MMS Solutions, written on the original packing slip and included with the return.
- All returned items received at MMS Solutions are evaluated for integrity to determine if items are in saleable condition and if the account will be credited.

Items not accepted for return

- All Mircera™ products
- Partially used medication and/or supply orders
- Medications received at a residential address (patient's place of residence, including a nursing home or assisted living facility)
- Medication and/or ancillary supply orders dispensed to any U.S. territory (e.g., Guam, U.S. Virgin Islands, Bahamas, Puerto Rico)

Medication guidelines

For credit

- All medication must be returned to MMS Solutions within a timeframe that ensures pharmaceutical integrity of the product, and the product must be in saleable condition.
- All returned medications received at MMS Solutions are evaluated for integrity by a pharmacist to determine if items are in saleable condition and if the account will be credited.

Oral medication requirements

- Returned oral medication is **only** accepted when unopened and dispensed in the manufacturer's original, sealed, tamper-evident bottle.
- Credit to an account will **only** occur if oral medication is returned to MMS Solutions in a sealed, unopened, manufacturer's original, tamper-evident bottle.
- Medications must be stored in accordance with manufacturer guidelines.
- Medications (including damaged and defective) must be returned within 30 days of the date filled.

Ancillary supply order guidelines

For credit

- All supply items must be returned to MMS Solutions within a timeframe that ensures integrity of the product, and the product must be in saleable condition.
- All returned items received at MMS Solutions are evaluated for integrity to determine if items are in saleable condition and if the account will be credited.
- Supply orders must be returned within 30 days of the date filled, unless damaged or defective upon order receipt.
- Damaged or defective supply orders must be returned within 60 days of the date filled.

Supply orders accepted for return

Clinic/facility supply deliveries

- Supply orders for patients who no longer need the supplies.

Please note: The customer is responsible for any shipping charge recurred for returning supplies no longer needed.

- Supply items that are received damaged and/or defective.
- Supply items for patients that were ordered by mistake from the facility.

Please note: The customer is responsible for any shipping charge recurred for returning supplies ordered in error.

Medication orders accepted for return

Clinic/facility medication deliveries

- A patient no longer needs the medication(s).

Please note: The customer is responsible for any shipping charges recurred for returning medication no longer needed.

- The medication(s) were ordered by mistake from the facility.

Please note: The customer is responsible for any shipping charges recurred for returning medication ordered in error.

Residential medication deliveries

Please note: Medications received at a residential address may not be returned, including deliveries to a nursing home or assisted living facility.

Medication(s) considered "undeliverable" by UPS or FedEx. Reasons for an order being undeliverable may include the following:

- The driver is unable to obtain a signature when required for delivery.
- A shipment address is incorrect or a location issue occurs.

Residential supply deliveries

- Supply items were received damaged and/or defective.
- Supply items were ordered by mistake from the facility.
- Supply shipment is considered "undeliverable" by UPS or FedEx. Reasons for an order being undeliverable may include the follow:
 - The driver is unable to obtain a signature when required for delivery.
 - A shipment address is incorrect or a location issue occurs.
 - Customer refuses delivery upon receipt.

Please note: Credits for "refused" supply orders are based on whether the supplies are in saleable condition upon return to MMS.

Procedure for order return (medications and ancillary supplies)

Return checklist

Determine if an item may be returned using the MMS Solutions Return Policy or by calling MMS Solutions.

Request an RA# from MMS Solutions if an item meets return requirements.

Write the RA# on the original packing slip and include with the return item(s).

Package items appropriately for return. See "Packaging requirements" section.

Ship items for return to MMS Solutions within seven days of receiving RA#. Refrigerated items must be shipped only Monday, Tuesday or Wednesday using overnight or second-day air delivery.

Please note: Refrigerated items received warm at MMS will be denied credit.

All items must be returned using a trackable delivery method.

Please note: A trackable delivery method is defined as any mailing service that allows confirmation receipt of a package at the intended destination (e.g., FedEx, UPS, USPS Priority Mail with Delivery Confirmation, USPS Priority Mail with Signature Confirmation, USPS Express Mail, etc.).

Returned items are evaluated for integrity to determine if the items are in saleable condition and if the account will be credited. The customer will be notified for non-approved returns (medication and ancillary supplies).

Ship medications to the following address:

MMS Solutions

ATTN: Operations Department
239 Mason Road
La Vergne, TN 37086

Ship supplies to the following address:

MMS Solutions

ATTN: Supplies
233 Mason Road
La Vergne, TN 37086

Packaging requirements

Non-refrigerated items

Wrap non-refrigerated items such as Heparin, Vancomycin or supplies in bubble wrap or equivalent material and place in a container (box) to prevent damage during transport.

Refrigeration required items

Refrigerated items must be shipped only on Monday, Tuesday or Wednesday using overnight or second-day air delivery.

Supplies needed

- Ice packs (ice packs must be frozen overnight or until solid).
- White "refrigerate immediately" cooler box containing polystyrene foam cooler in box. (If needed, a cooler box containing ice packs is available from MMS Solutions upon request.)

Shipping instructions

- Ship using ice packs and place in a white "refrigerate immediately" cooler box, mentioned above.
- Include the RA# written on the original packing slip.