



CONSONUS
PHARMACY

YOUR PERFECT
DOSE



CONSONUS PHARMACY

ph 1-833-4-MY-MEDS

1-833-469-6337



ALLOW US TO INTRODUCE OURSELVES

We are Consonus Pharmacy. The preferred partner pharmacy for your community. We provide specialized pharmacy services to communities like yours.

Your Perfect Dose outlines the benefits of using a preferred partner pharmacy. You likely have been using a local retail or large chain pharmacy your entire life. Now, access to a preferred partner pharmacy is one of the key benefits of your new community. Consonus Pharmacy is here to help save you time and money, while keeping you safe and focused on your health.

CONSONUS PHARMACY PROVIDES:

- pg 02 Better Approach** – your personal wellness team of clinicians specialized in senior care
 - pg 04 Better Cost Management** – experts to help you manage medication costs
 - pg 08 Better Delivery** – free and fast daily delivery 24/7
 - pg 10 Better Packaging** – unique packaging for your safety
 - pg 12 Better Responsiveness** – your pharmacist dedicated to answer your questions
 - pg 14 Bettering Lives** – get involved with Vital Life Foundation
- Contact your community staff and tell them that you would like Consonus to be your pharmacy.

YOUR PERSONAL WELLNESS TEAM

Focused on your health

Consonus Pharmacy provides a team of nurses and pharmacists dedicated to you. This personalized, specialized team oversees your medication plan to ensure your safety, reduce side effects, and focus on your optimal health.

Your Personal Wellness Team at Work

Let's face it, we are all getting a little older. As we continue on our aging journey, changes inside our body sometimes require changes in medications to manage our health. This requires a specialized clinician to monitor your medication. You may have multiple physicians prescribing your medications. It's important to have one professional review your medications and create a plan specific to your needs and health goals. Your designated nurse & pharmacist specialize in working with older adults.

HOW YOUR PERSONAL WELLNESS TEAM CAN HELP YOU:

- Collaborate with your physician to create personalized medication plans
- Manage your medication profile
- Reduce unnecessary medications
- Screen for allergies, duplicate therapy, age appropriateness
- Deliver the right medications at the right time
- Prevent side effects
- Deliver on-site consultations

BETTER COST MANAGEMENT

YOUR
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MANAGING YOUR MEDICATION COSTS

Healthcare expenses can be overwhelming -- and at times, confusing. Consonus Pharmacy's experts are here to help. We actively manage your medication costs. Our recommendations to switch to less expensive alternatives or reduce the number of medications you take go straight to your wellness team. We work directly with the staff at your community to make sure we're all on the same page. We believe that by using our highly trained pharmacists who specialize in senior care, you save more in the end than constantly running to the retail store.

BETTER COST MANAGEMENT

HERE'S A LIST OF FREQUENTLY ASKED QUESTIONS THAT CONSONUS PHARMACY EXPERTS CAN HELP WITH:

We also go to great lengths to make sure you understand your medication costs. **While it's no simple formula, here's a few factors that will affect your expenses:**

- The majority of your pharmacy bill is paid by your insurance.
- Most insurance companies will also ask you to pay a "copay", so a copay charge is commonly requested by your pharmacy.
- Different insurance plans have different rules, and those rules change over time.
- The total number of medications you are on will affect the cost of your bill.

If you need help understanding your bill, or your insurance plan, we're here to help. Our insurance experts routinely advocate for our customers, and we'll do the same for you.

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1. AM I ENROLLED IN THE RIGHT MEDICARE D PLAN?

A Consonus representative will use your current medication profile to do the research for you. Although we cannot tell you which plan to choose, we will provide a few options of Medicare D plans with cost comparisons so you or your family can make an educated decision on which plans best fits your medical financial situation.

2. HOW DO I PAY MY BILL?

You can make payments online using a check or credit card using recurring or manual payments. *Representatives are also available Monday-Friday to take payments by phone.*

3. I DON'T UNDERSTAND WHY MY BILL CHANGES FROM MONTH TO MONTH?

Dial 1-833-4-MY-MEDS to reach a Consonus Pharmacy insurance expert. We will work directly with your insurance company to understand the change, and if needed, will advocate for corrections or adjustments on your behalf. Our team is a resource to you and your family to help navigate the complex world of insurance.



DELIVERY, FREE AND FAST

Are you worried about running out of a medication or concerned about how you're going to pick it up from the local pharmacy? Consonus Pharmacy delivers all medications every day for FREE, at no cost to you or your family. This convenient service also includes free emergency delivery 24 hours a day. This means you will get the right medications when you need them, saving you time and stress.

Consider these scenarios:

- **What if my family goes on vacation or doesn't live close, how will I get my medication?**
Consonus Pharmacy will always deliver medications for free. No need for your family to make back-up plans to pick up prescriptions in their absence.
- **What if I'm prescribed a new medication?**
Consonus Pharmacy will deliver your new medication directly to the community, saving time and avoiding an extra stop at a retail pharmacy to pick up the prescription.
- **What if I'm on multiple medications and they all refill at different times?**
Consonus Pharmacy delivers prescriptions as soon as they are eligible for refill with insurance. No need for multiple trips to a retail pharmacy to pick up prescriptions.
- **What if my family accidentally picks up the wrong medications for me?**
Consonus Pharmacy has experts who screen your medications to make sure you are getting exactly what your doctor prescribed.

BETTER PACKAGING

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COMPLIANCE PACKAGING

Unique for your safety

Receiving the correct medication dose is critical. That's why Consonus Pharmacy uses bubble packaging.

This unique medication packaging facilitates precise medication delivery, keeping you safe and healthy.

Why Bubble Packaging?

- Easy to count how many doses have been given
- Packaging consistency increases safety
- Easy to determine when to reorder a medication
- Barcode scan verification ensures right medication is provided

Above all else, compliance packaging assists in delivering the **right** medication, the **right** dose, at the **right** time.



BETTER RESPONSIVENESS



YOUR PHARMACIST IS FOCUSED ON YOUR HEALTH

Talk to your pharmacist and get the answers you need [1-833-4-MY-MEDS](tel:1-833-4-MY-MEDS)

Have a question for your Pharmacist? Our team is available to talk with you. No phone tree here. You will speak with a representative that can consult, provide medication assistance, and handle your frustrations with insurance companies so you can just focus on being healthy. You will have access to speak with a pharmacist about your specific health questions or concerns.

Questions for your Pharmacist?

Call 1-833-4-MY-MEDS

Monday to Friday | 9:00 AM to 5:00 PM

HOW CAN YOUR PHARMACIST HELP YOU?

- **ANSWER YOUR QUESTIONS** – What does my medicine do? Is it safe to take with other medications?
- **SAVE YOU MONEY** – What is the right med plan for me? How does this medication cost compare to another?
- **WORK WITH YOUR PERSONAL WELLNESS TEAM** – Our pharmacists communicate directly with the staff at your community to ensure you are on the right medications. They have a detailed history of your prescriptions and can collaborate with your wellness team on any necessary changes in medication, to keep you healthy.



BETTERING LIVES

VITAL LIFE FOUNDATION

We don't stop at the medications.
We provide meaning and purpose
through these programs.

Your aging journey does not stop you from giving back and getting involved in volunteer work. That is why we have formed the Vital Life Foundation. We support organizations and programs that create opportunities for helping people live the best, rest of their lives.

BackPack to School

Backpack to School aims to provide necessary school supplies to the children in grades K-6 of every long-term care staff member in our partnering facilities. Ensuring the best possible educational experience is increasingly expensive—

the cost of essential materials often exceeds \$100 per child, and the financial challenges any family can face makes them an “extra” some parents cannot always afford. Employees serving in this profession make sacrifices every day to care for those in need, and we are continually inspired by their contribution. The Backpack to School program allows us to offer thanks for their selfless service, along with tangible support for the future of the young people who will one day care for America’s seniors. We invite you to participate in a backpack to school celebration.





Journey of Heroes

Wish of a Lifetime and Vital Life Foundation have teamed up to form Journey of Heroes to honor senior veterans who sacrificed so much and have never had the chance to visit the memorials created in their honor in Washington, D.C. In 2016, the Department of Veterans Affairs estimated that 430 American World War II Veterans die every day. If you are a veteran, we invite you to apply to participate in the Journey of Heroes program.

New Chapters

The New Chapters Program is designed to fulfill a senior's wish to reach a recovery goal, re-experience an important life event or cross something off their bucket list. We partner with Wish of a Lifetime to bring elevated wishes to life. An elevated wish is life-enriching and born out of a compelling story. It holds value beyond a passing desire or casual thought - it is a dream, a lifelong goal, or a meaningful component to one's life that has been missing. We invite you to share your bucket list, recovery goals, or re-experience wishes with your community staff."

**You are invited to participate in these programs.
Get involved by contacting your community staff today.**



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