

# INTERNATIONAL PHARMACY SOLUTIONS

## Prescription Optimization Program International Member Experience

Simplifying the Process for You



### 01

The member requires a medication but encounters a denial due to cost constraints or prior authorization requirements. The member contacts the POP team at (888) 902-5533 or PAPOPfax@FPBrx.com for assistance. A Patient Advocate (PA) is assigned to the case.

**(M-F: 8:00 a.m. - 7:00 p.m. CST)**

### 02

The PA confirms the successful completion of the prior authorization process and introduces the member to the benefits of POP, including an international filling option available to members, providing detailed guidance outlining the countries where the medication may be sourced (UK, Australia, New Zealand, or Canada).

### 03

The PA conducts a thorough assessment, collecting the member's medical history, current medications, doctor's information, and verifying addresses. If the medication requires special handling, the PA explains shipping logistics, including a 24-48 hour delivery window and required customs documentation.



### 04

The member is furnished with a list of required documents, including a HIPAA release form, Declaration of US Citizenship, and a copy of their driver's license to comply with customs regulations.

### 05

The PA contacts the member's doctor to verify the prescription and facilitate communication for prescription fulfillment. The PA then helps set up an international pharmacy account for the member, ensuring all documentation is submitted for the prescription to be processed and filled.

### 06

With all details in place, the PA confirms the fulfillment of the prescription and confirms the medication is shipped to the member promptly.

