



SPECIAL ALERT: Preparation for Hurricanes

Division of Pharmacy Services

Physical Address: 101 N 14th St, Monroe Bldg., Room S-45, Richmond, Virginia 23219
Main Office Phone Number: (804) 786-4326 Main Office Fax Number: (804) 371-0236

FACSIMILE

DATE: September 4, 2019

To: VA Medication Assistance Program (VA MAP, formerly ADAP) Medication Access Sites / VA MAP Coordinator

PAGES (including cover sheet):

FROM: Torren Banks-Lewis, Lead Pharmacy Technician and Herminia Nieves, Assistant Director for Medication Access

VDH is preparing for potential impacts from a hurricane. We need your help to assure clients have continued access to medications. Please take these action steps:

1. Review the Central Pharmacy Auto Refill Scan Report that identifies direct VA MAP (direct ADAP) clients who get their medications from Central Pharmacy and that may need medication(s) filled within the next 15 days.
2. Compare this list with internal records and all medications at your site and awaiting pick up.
3. Submit final medication requests for all eligible VA MAP clients needing medications within 14 days on completed Prescription Order Form. **Fax the Prescription Order Form to Central Pharmacy at 804-371-0236 AS SOON AS POSSIBLE.** Pharmacy will ship all orders received prior to 1:30pm by UPS Next Day Air.
4. If you have questions about your orders, **CALL** pharmacy staff at 804-786-4326. **PLEASE indicate on the Prescription Order Form if the client needs to pick up medications at an alternate site for these fills.**

For questions regarding medications, call Central Pharmacy at 804-786-4326. The pharmacy voicemail will be checked regularly during regular business hours. For urgent calls after business hours or in the event of closures, please call Lisa Jeannette-Pettaway, Assistant Director of Pharmacy Services at 804-837-5545. (In the event Lisa cannot be reached, please call Christy Fletcher, Emergency Consultant Pharmacist at 804-314-6321.

For eligibility questions, call VA MAP Hotline 855-362-0658. If you cannot get through, please call any of the staff below:

- *Herminia Nieves, Assistant Director for Medication Access @ 804-864-8022 (Spanish speaking)*
- *Tania Butler, VA MAP Operations Specialist @ 804-864-7360*
- *Eliezer Neider, VA MAP Eligibility Technician @ 804-864-7326 (Spanish speaking)*