



**Resident Welcome Guide**

# **Welcome to Omnicare® Pharmacy Services**

Where Healthy Outcomes Flourish.

**See Inside for  
Over-the-Counter  
Medication Savings!**

**Omnicare®**  
a  **CVS** Health. company

**Omnicare is proud  
to partner with this  
community to serve  
your pharmacy needs!**

**Just for Seniors.**

Did you know there is a pharmacy  
dedicated to serving seniors?

**That's Omnicare!** Unlike traditional  
pharmacies, we focus on the health  
and medication needs of older adults.

For more than thirty years, Omnicare  
has specialized in pharmacy care for  
seniors living in communities like this  
one. Take a moment to learn more about  
the outstanding services available to you!

**Sign up with Omnicare Today!**  
**Admission Agreement is on page 13.**

# Pharmacy designed for you.

Omnicare pharmacy services is dedicated to providing you with services and resources to help you stay well!



We specialize in medications for older adults and we have extensive experience providing safe, effective care to seniors



Our medications are adherence-packaged, checked for accuracy and delivered in a timely fashion to help you receive the right dose and medication, each and every day



We offer a cost savings program for commonly used Over-the-Counter medications



Our friendly Customer Service can assist you with all your pharmacy questions



We provide education about Medicare Part D coverage options through use of Omnicare's plan finder tool at [www.omnicare.com/omniplanfinder](http://www.omnicare.com/omniplanfinder)



Our clinical pharmacists can review your medications to evaluate whether they are the safest and most cost-effective options available



We accept virtually ALL prescription drug and Medicare Part D plans



Our pharmacy is open 24/7, 365 days a year.

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Omnicare's Over-the-Counter (OTC) Advantage Program provides you and your loved ones peace of mind by offering a convenient, affordable and safe alternative to managing OTC medications. The OTC Advantage Program supplies residents with 30-day, single dose, generic OTC medications that have been pharmacist checked, specially packaged and delivered directly to your community. All of the medications included in the OTC program are value-priced, and many are available at just \$2.59.



#### Convenience

- OTC medication automatically filled and delivered along with your prescriptions
- Pharmacy available 24/7/365



#### Value

- Over 350 of the most common OTCs including tablets, capsules, creams, lotions, eye drops, etc.
- Also includes common incontinence and enteral nutrition products
- Competitively priced with retail stores
- Packaged, labeled, and delivered to you at no additional charge
- Extensive list of OTCs priced at \$2.59 for a quantity of 30



#### Safety

- Compliance packaging in your community system helps ensure right dose
- Medication labeled with dosing information from the prescriber
- Omnicare's Licensed Pharmacists review OTC medication among other OTC and prescription medications
- Timeliness of dispensing prevents delays in therapy

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#### For Eligible \$2.59 OTC Medications

Each 30-day, single dose, generic supply of an eligible OTC medication is just \$2.59. If you require more than a single dose of the same medication within the same month, you pay only \$1 for each additional 30-day supply.

**Example 1. Mary takes (1) Doc-Q-Lax tablet daily. How much will she pay for a 30-day supply of her medication?**

Because Doc-Q-Lax is part of Omnicare's \$2.59 program, Mary will pay \$2.59 for a 30-day supply of Doc-Q-Lax tablets. In each subsequent month, Mary will also pay \$2.59 for her 30-day supply, assuming there are no changes to her dosage.

First 30 tablets: \$2.59

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**Total Monthly Cost: = \$2.59**

**Example 2. John takes (2) Z-gen tablets daily. How much will he pay for a 30-day supply of his medication?**

Z-gen tablets are part of Omnicare's \$2.59 program, so John will pay \$2.59 for 30 single-doses of Z-gen. Because John requires two tablets per day, he will pay an additional \$1.00 to receive another package of 30 single-doses for a total medication cost of \$3.59. Next month, John will again pay \$2.59 for his first dose of 30 Z-gen tablets and \$1 for an additional 30 tablets for a total of \$3.59.

First 30 tablets: \$2.59

Second 30 tablets  
of same medication: + \$1.00

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**Total Monthly Cost: = \$3.59**

**Example 3. Sally takes (2) Certagen tablets daily, plus one Garlic oil capsule. How much will she pay for a 30-day supply of these medications?**

Both Certagen tablets and Garlic oil capsules are part of Omnicare's \$2.59 program. Sally will pay \$2.59 for her first dose of Certagen, plus an additional \$1.00 for her second dose of Certagen. She will then pay \$2.59 for her 30-day supply of Garlic oil capsules. Her total monthly cost is \$6.18.

First 30 tablets: \$2.59

Second 30 tablets  
of same medication: + \$1.00

First 30 tablets of  
different medication: + \$2.59

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**Total Monthly Cost: = \$6.18**

**For a more complete listing of medications available through our  
Over-the-Counter (OTC) Advantage Program, see next page.**





# Medications Included in the OTC Advantage Program

## OTC Medications Available for \$2.59

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### A

- Acetaminophen tab 325mg
- Acetaminophen tab 500mg
- Acidophilus cap/pectin
- Acidophilus cap 100mg
- Acidophilus chw
- Acidophilus tab l-sporo
- Acidophilus/tab cit pect
- Alcalak chw 420mg
- Antacid chw 500mg
- Apple cider tab/cap vinegar
- Aprodine tab 2.5-60mg
- Aspirin chw 81mg
- Aspirin tab 325mg
- Aspirin tab 81mg ec

### B

- B complex/cap vit c
- B-12 micrloz sub 500mcg
- Banophen cap 50mg
- B-comp/b-12 tab
- Beta caroten cap 10000unt
- Biotin tab 300mcg
- Biotin tab 800mcg
- Bisacodyl tab 5mg ec
- Brewers yeas tab 500mg
- Brewers yeas tab 680mg

### C

- Ca citrate tab 250mg
- Calc antacid chw 500mg
- Calc/magnes tab 426-246
- Calcarb 600 tab
- Calcarb 600 tab/vit d
- Calcitrate tab 950mg
- Calcium + d3 tab 600mg
- Calcium 1000 tab + d
- Calcium 500 tab + d
- Calcium 600 chw w/vit d
- Calcium 600 tab + d
- Calcium carb chw 500mg
- Calcium carb tab 648mg
- Calcium cit tab 950mg
- Calcium citrate 1,000 mg tab
- Calcium lact tab 648mg
- Calcium tab 600mg

- Calcium/d tab 600-400
- Calcium/magn tab + zinc
- Cal-mag-zinc tab +d3
- Cal-mag-zinc tab -d
- Certagen sr tab
- Certagen tab
- Chewable c chw 500mg
- Child-multi chw vitamins
- Chlorophyll tab 3mg
- Chromium tab 200mcg
- Cl prenatal tab 28-0.8mg
- Cod liver cap
- Cranberry tab 450mg

### D

- Daily vite tab
- Daily-vite/tab iron
- Diphenhydram cap 50mg
- Docqlace cap 100mg
- Docusate sod cap 100mg
- Docusate sod tab 100mg

### E

- Ester-c gluten free
- Eve prim oil cap 1000mg

### F

- Ferate tab 28mg
- Ferrous gluc tab 225mg
- Ferrous gluc tab 246mg
- Ferrous gluc tab 324mg
- Ferrous gluc tab 325mg
- Ferrous sulf tab 325mg
- Ferrous sulf tab 325mg fc
- Fish oil cap 1000mg
- Fish oil cap 500mg
- Folic acid tab 400mcg
- Folic acid tab 800mcg

### G

- Garlic cap 1000mg
- Garlic oil cap 500mg
- Garlic tab 300mg
- Genapap tab 500mg
- Genebs tab 325mg
- Gentle laxat tab 5mg ec

### I

- Iron tab 28mg

### K

- K 100 tab 100mcg

### L

- L-lysine ace tab 500mg
- L-lysine hcl tab 500mg

### M

- Mag oxide tab 250mg
- Mag oxide tab 400mg
- Mag oxide tab 420mg
- Magnesium cap 300mg
- Magnesium gl tab 500mg
- Magnesium tab 200mg
- Magnesium tab 250mg
- Mapap chw 80mg
- Mapap tab 325mg
- Mapap tab 500mg
- Meclizine chw 25mg
- Melatonin 1 mg tablet
- Melatonin tab 1-10mg
- Melatonin tab 300mcg
- Melatonin tab 3mg
- Mi-acid chw
- Multilex tab
- Multiple vit tab

### N

- Niacin cap 250mg cr
- Niacin er cap 250mg
- Niacin tab 100mg
- Niacin tab 250mg
- Niacin tab 500mg
- Niacin tab 50mg
- Niacinamide tab 100mg
- Niacinamide tab 500mg

### O

- One daily/tab minerals
- One-daily tab mult vit
- One-tab-dail tab/iron nf
- Orazinc tab 110mg
- Os-cal + d3 tab 500-200
- Oyst shell/d tab 250mg
- Oyst shell/d tab 500mg
- Oyster shell tab 250mg

### P

- Pantothenic tab 500mg

- Papaya enzym chw
- Papaya enzym tab
- Perfect iron tab 25mg
- Phillips mom chw 311mg
- Pot gluconat tab 2.5meq
- Pot gluconat tab 550mg
- Pot gluconat tab 595mg
- Potassium tab 99mg
- Prenatal tab 27-0.8mg
- Prosight tab
- Pyridoxine tab 100mg

## R

- Roloids chw 550-110

## S

- Saw palmetto cap 500mg
- Selenium tab 50mcg
- Senexon tab 8.6mg
- Senna tab 8.6mg
- Slow release tab 45mg
- Sodium bicar tab 325mg
- Soya lecithn cap 1200mg
- Spectravite tab senior
- Stim laxat tab 5mg ec
- Stress formu tab w/iron

## T

- Tab-a-vite tab
- Tab-a-vite tab/iron
- Tab-a-vite tab beta car
- Tab-a-vite tab womens
- Thera beta- tab carotene
- Thera m plus tab
- Thera-m tab
- Therapeutic tab
- Therems-h tab
- Therems-m tab

## U

- Unicomplex-m tab

## V

- Valerian rt cap 500mg
- Vitabasic tab senior
- Vitamin a cap 10000unt
- Vitamin a cap 8000unit
- Vitamin b-1 tab 100mg

- Vitamin b-1 tab 250mg
- Vitamin b-1 tab 50mg
- Vitamin b-12 sub 1000mcg
- Vitamin b-12 tab 1000mcg
- Vitamin b-12 tab 100mcg
- Vitamin b-12 tab 250mcg
- Vitamin b-2 tab 25mg
- Vitamin b-6 tab 100mg
- Vitamin c chw 250mg
- Vitamin c tab 250mg
- Vitamin c tab 500mg
- Vitamin d cap 400unit
- Vitamin d tab 1000unit
- Vitamin d tab 2000unit
- Vitamin d tab 400unit
- Vitamin d2 tab 400unit
- Vitamin d3 cap 400unit
- Vitamin d3 tab 1000unit
- Vitamin d3 tab 2000unit
- Vitamin d3 tab 400unit
- Vitamin e cap 100unit
- Vitamin e cap 200unit
- Vitamin e cap 400unit
- Vitamin k tab 100mcg

## Z

- Zinc glucon tab 30mg
- Zinc glucon tab 50mg
- Zinc sulfate cap 220mg
- Zinc sulfate tab 220mg

## OTC Products Available at Value Pricing

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- 8-hour pain tab 650mg
- All day allergy tab 10mg
- Arthrts pain tab 650mg
- Artifi tears sol op
- Attends
- Ayr spr 0.65%
- Bacitr zinc oin 500/gm
- Baza protect cre
- Boost
- Breezers mis large
- Calmoseptine oin
- Cepacol loz
- Cepastat lozenge

- Cetirizine tab 10mg
- Chloraseptic loz
- Clotrimazole cre 1%
- cotton mis balls
- cotton mis swabs
- Cough drops loz cherry
- Curity curad mis 3/4 fabr
- Curity gauze pad 2"x2"
- Debrox sol
- Decara cap 50000unt
- Deep sea spr
- Depends
- Diabetic tus liq
- Docusate sod liq
- Ear drops sol 6.5% ot
- Ensure
- Gavilax pow
- Glucerna liq
- Guaifenesin tab 600mg er
- Guiatuss syp
- Halls cough drops
- Hydrocort cre 1%
- I-vite tab
- Jevity 1 cal liq
- Liqueears sol
- Milk of magn sus
- Nasal saline spr 0.65%
- Nepro liq
- Ocean nasal spr 0.65%
- Ocuville tab
- Osmolite 1 liq cal
- Poise
- Prevail
- Promote liq
- Pulmocare liq
- Q-tips mis
- Resource 2.0 liq
- Ricola loz
- Saline mist spr 0.65%
- Tena
- Thick-it pow
- Triple antib oin
- Tussin dm syp
- Vicks cough loz cherry
- Vitamin d3 cap 50000unt
- Zinc loz

# **MyOmniview: Making Pharmacy Easy**

When you choose Omnicare as your Pharmacy Provider, you and your family or caregiver(s) can take advantage of **MyOmniview**, a secure web portal that helps make managing your pharmacy services easy and convenient.

MyOmniview allows you to access your pharmacy records 24/7 and provides easy to use tools and resources to help you manage your medication spending and make informed health care decisions.

## **Resident Medication Records**

View complete medication history with the ability to print details for reference at appointments with physicians and specialists

## **Electronic Invoices and Bill Pay**

Monitor and manage spending by accessing current and historic pharmacy statements online, and make payments conveniently using our secure payment platform.

## **Resources and Tools**

Access resources and tools to help you better understand your medications, conditions and evaluate your pharmacy insurance plan options.

## **Registering for MyOmniview is easy!**

- Visit **[www.myomniview.com](http://www.myomniview.com)**
- Complete the registration form. You will need:
  - Resident Account Number
  - Resident SSN
  - Resident Date of Birth





## MyOmniview Information Card

Record your username and  
password on this clip-out card and  
keep secure for future reference.

Username

Password



# OmniPlanFinder Tool

**OmniPlanFinder is an electronic tool from Omnicare to help you find the most cost-effective Medicare Advantage or Medicare Part D plan during Annual Enrollment Period.**

Omnicare has partnered with eHealth, Inc. to develop the OmniPlanFinder tool that identifies the most cost-effective prescription drug plan and simplifies the Medicare enrollment process. Through this partnership, Omnicare customers will benefit from:

- Innovative, cost-saving solution for residents
- Identification of prescription plans that cover most or all of your medications
- Full integration with Omnicare's MyOmniview customer portals, streamlining the evaluation experience
- Dedicated staff support and resources focused on educating you and community staff during Medicare enrollment

For more information call 844-MY-PLAN9  
(844-697-5269) or email [myplan@omnicare.com](mailto:myplan@omnicare.com)



## Frequently Asked Questions

### **What kind of company is Omnicare?**

Omnicare is the nation's largest provider of senior care pharmacy. We offer specialized pharmacy services around the clock to ensure that your pharmacy care is safe, effective, and available.

### **How does Omnicare provide specialized services?**

Omnicare's pharmacists have extensive experience with senior health conditions and medications. When we fill your prescriptions, our pharmacists will evaluate whether your medications are the most appropriate and cost-effective. We specially package your medications for safety and accuracy, and deliver them directly to your community. Senior health is a priority at Omnicare, and we do all we can to make our expertise available to you!

### **Will I have to pay more for Omnicare's specialized services?**

Omnicare is an excellent value for the peace of mind and added benefits that you receive. In addition to consultation and support from pharmacists dedicated to senior care, our unique medication packaging is designed to ensure that you accurately receive the medications you need, clearly labeled with contents and dosage instructions. Plus, our dedicated Concierge service and our \$2.59 medication value program deliver added benefits that are included at no additional charge as part of our standard offering.

### **Does Omnicare accept my insurance?**

Omnicare accepts virtually all prescription drug and Medicare Part D plans.

## How do I become an Omnicare customer?

To become a valued member of the Omnicare family, simply complete the following two steps:

1. Complete the *Resident Move-In Record and Agreement* on the next two pages of this document.
2. Give the completed form to your community to be returned to Omnicare.

Our pharmacists have extensive experience with senior health conditions and medications.



# Resident Pharmacy Enrollment Form

Community Name\* \_\_\_\_\_ Room Number (IF AVAILABLE) \_\_\_\_\_  
Move-in Date\* \_\_\_\_\_ Future Admit ☐ Yes ☐ No

## Resident Information

\*Required field

Last Name\* (PLEASE PRINT) \_\_\_\_\_ First Name\* \_\_\_\_\_ Middle Initial \_\_\_\_\_  
Date of Birth\* (MM / DD / YYYY) \_\_\_\_\_ Phone Number\* \_\_\_\_\_ Gender \_\_\_\_\_  
Street Address (FOR BILLING PURPOSES) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Social Security Number\* \_\_\_\_\_ Medicare ID Number \_\_\_\_\_

Is Omnicare the Resident's primacy pharmacy? ☐ Yes ☐ No  
If no, what is their emergency pharmacy?\* (SERVICE CHARGE MAY APPLY) \_\_\_\_\_  
Are the Resident's medications managed by community? ☐ Yes ☐ No (SELF ADMINISTERED)  
Is the Resident responsible for all pharmacy services, including the bill and any other finances?  
☐ Yes ☐ No (IF NO, PLEASE COMPLETE THE NEXT SECTION BELOW)

## Financially Responsible Party

**Only complete if there is a Responsible Party, other than the Resident, who agrees to be responsible for payment of all amounts owed by the Resident for prescription drug products and services provided to the Resident by Omnicare.**

Responsible Party Last Name\* \_\_\_\_\_ Responsible Party First Name\* \_\_\_\_\_  
Email \_\_\_\_\_ Phone Number\* \_\_\_\_\_  
Billing Address\* \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## People involved in the Resident's health care

**The following people are involved in the Resident's health care and have permission to manage the Resident's prescriptions.**

Full Name\* \_\_\_\_\_ Phone Number\* \_\_\_\_\_

**Check all that apply:**

☐ Same as financially responsible party ☐ Legal Guardian by power of attorney ☐ Legal Guardian by court order  
☐ Spouse ☐ Child ☐ Other \_\_\_\_\_

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## Payment sources for pharmacy products and services

Does the Resident have prescription insurance coverage?\*

☐ Yes

☐ No

If yes, please check all pay sources that apply:

☐ **Medicare Part B**

Effective Date: \_\_\_\_\_

Medicare Part B Number: \_\_\_\_\_

☐ **Medicaid**

Number: \_\_\_\_\_

State: \_\_\_\_\_

Date: \_\_\_\_\_

☐ **Medicare Part D or Rx Insurance  
(Commercial) Plan Name**

Plan Name: \_\_\_\_\_

ID Number: \_\_\_\_\_

Group Number: \_\_\_\_\_

BIN/PCN: \_\_\_\_\_

Phone Number: \_\_\_\_\_

☐ **Hospice**

Hospice Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

☐ **Veteran Drug Benefit**

Name: \_\_\_\_\_

## Signature

**By signing below, the Resident or Resident's Representative acknowledges and agrees as set forth below.**

\_\_\_\_\_  
Resident Signature / Representative Signature\*

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

### Omnicare Prescription Medication Service Terms

1. Prescription Containers: Resident understands that the prescription drug products provided by Omnicare will be dispensed in containers that are not child resistant.
2. Legal Representative: Any individual signing on behalf of Resident and representing that they are the Resident's Guardian or Legal Representatives ("Representative") will provide Omnicare with documentation establishing his/her legal authority to enter into this Agreement. If this Agreement is executed by the Representative, the Representative hereby affirms that s/he has the authority to enter into Agreements on the Resident's behalf. References in these Service Terms to "Resident" will include the Representative, as appropriate.
3. Assignment of Benefits: Resident hereby requests and authorizes any third-party payer to make payment directly to Omnicare for products and services provided to the Resident. Resident will immediately notify Omnicare in writing of any change to the Resident's ability to make health care decisions independently or change in Representative.
4. Payment: Payment in full amount owed by Resident is due within 30 days of the invoice date, and a finance charge equal to the lesser of 1.5% per month or the maximum rate permitted by law may accrue on all delinquent accounts beginning on the day after the payment is due.
5. Fees and Expenses: The Resident and/or Financially Responsible Party are responsible for paying all costs and expenses incurred by Omnicare in the collection of amounts owed and the enforcement of its rights under this Agreement, including without limitation, attorneys' fees, court costs and expenses.
6. Delinquent Payment: The Resident and/or Financially Responsible Party acknowledge that if the Resident is delinquent on payment of any amount owed to Omnicare, Omnicare may, in its sole discretion, (a) condition its continued provision of products and services to the Resident upon Omnicare's receipt of assurance of payment acceptable to Omnicare, which may include, without limitation, a requirement that Omnicare receive authorization to charge all amounts owed, past and future, to a valid credit card number; and/or (b) suspend or terminate its provision of products and services to the Resident. Such suspension or termination will in no way affect the obligation to pay all amounts owed under this Agreement, including costs of collection.
7. Successors: This Agreement shall inure to the benefits of, and be binding upon, each party and its respective affiliates, successors and assigns, heirs, executors, and administrators.
8. Disclosure or Use of Resident Information for Treatment, Payment, and Healthcare Operations. The Resident or Legal Representative hereby acknowledges Omnicare has made available a copy of its Notice of Privacy Practices and that Omnicare may use and disclose Resident's personal health information in compliance with Federal and state laws.
9. People listed as being involved in resident's healthcare have permission to perform activities necessary to manage resident's prescriptions, including, but not limited to, submitting prescriptions to be filled, viewing resident's prescription records and medical profile, discussing resident's care with Omnicare pharmacists, accessing financial information related to resident's prescriptions, providing guidance and direction to Omnicare pharmacy in connection with resident's prescriptions, and/or undertaking any activity that resident personally could undertake to manage resident's prescriptions. Resident's Caregiver may manage resident's prescriptions in person at Omnicare pharmacy, telephonically, or through any other channel that Omnicare pharmacy makes available. This consent is valid until revoked on by telephonically calling 866-397-8935.

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**Nondiscrimination and Accessibility Notice (ACA § 1557)**

Omnicare, a CVS Health company, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Omnicare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Omnicare:

- Provides certain aids and services, free of charge, when necessary so that people with disabilities have an equal opportunity to communicate effectively with us, such as:
  - Auxiliary aids and services
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, free of charge, when necessary to provide meaningful access to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Care toll-free at 1-844-711-7352, Monday through Friday 8:00 a.m. to 5 p.m. (EST). TTY users should call 711.

If you believe that Omnicare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Omnicare  
Grievance Department  
Attn: Civil Rights Coordinator  
P.O. Box MC 1234  
Woonsocket, Rhode Island, 02895  
Fax: 1-401-562-9935

You can file a grievance by mail, or by fax. If you need help filing a grievance, the Omnicare Grievance Department's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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## Questions?

Staff at your community can answer many questions, and you are welcome to call Omnicare for more information. You can also learn more about Omnicare by visiting us on the web at: **[www.omnicare.com](http://www.omnicare.com)**



<b>Omnicare</b>	TEL: <b>855-LET-OMNI</b> (855-538-6664) EMAIL: <a href="mailto:letomni@omnicare.com">letomni@omnicare.com</a> WEB: <a href="http://myomniview.omnicare.com">myomniview.omnicare.com</a>
<b>Community</b>	
<b>Doctor</b>	
<b>Hospital</b>	

