

Frequently asked questions



Ardon Health offers specialty pharmacy care with a human touch. We simply want to help people enjoy healthier lives. Want to learn more about our specialty pharmacy services? This booklet answers some of the most common questions we hear from patients.

When is Ardon Health open?

Our regular business hours are:

Monday through Friday, 8 a.m. to 7 p.m. PT

Saturday, 8 a.m. to 12 p.m. PT

Closed Sunday and all major holidays

How do I contact Ardon Health?

Patients

Please call us toll-free at 855-425-4085. After hours, you may leave a message and a patient care advocate will contact you as soon as possible. You are always welcome to visit our website at ardonhealth.com.

For urgent and emergent questions about your medication and/or health that require a clinician's assistance, please call an Ardon Health pharmacist toll-free at 855-425-4085, 24 hours a day, seven days a week.

Providers

Please call us toll-free at 855-425-4085, or fax us toll-free at 855-425-4096.

How do I order a new prescription?

To order your first prescription through Ardon Health, please have your physician send us your prescription electronically or by fax at 855-425-4096. To fax in your first prescription, your doctor can complete an enrollment form and fax a signed copy to us.

Ardon Health will arrange payment approval from your insurance provider, which typically takes 24 hours. We may need to contact you to confirm your insurance information. Once approved, we will ship your prescription to ensure you receive it before your existing medication runs out.

How do I refill my prescription?

An Ardon Health patient care advocate will automatically contact you a week prior to your medication running out. We will work with you to coordinate the best day to deliver your medication.

If you run out of medication before we call, or if you want to order your refill ahead of time, please call us toll-free at 855-425-4085.

What if I run out of refills or my prescription expires?

Don't worry; we'll take care of it. A patient care advocate will contact your physician to request a new prescription prior to your refills running out or prior to the prescription expiration date.

What if I have a bad reaction to my medication?

If you have any negative effects to the medication you were given, please contact your prescribing physician right away.

Before you start taking a medication, you can work with our patient care advocates to better understand dosage and potential side effects. Learn more by visiting our Patient support programs page, or call us toll-free at 855-425-4085 with any questions.

How long does it take to receive my prescription?

Following approval of payment by your insurance provider, it typically takes 24 hours to receive your medication. If the approval processing time takes longer than 24 hours, we will notify you about your options so you don't go without your medication.

What if the delivery of my medication is delayed?

An Ardon Health patient care advocate will immediately let you know if there are any issues that may delay the delivery of your medication. One of those issues might include gaining authorization for coverage by your insurance company.

We want to help you get the medication you need as quickly as possible. Our patient care advocates will work with you and your physician to shorten the authorization process.

What days of the week do you ship prescriptions?

We ship medications to patients Monday through Friday.

Do I have to pay to have my prescription shipped?

No. We deliver your medication to you at no additional charge to you.

How can I track my shipped medication?

Shipment tracking is available through email notification. Just provide Ardon with your email address and we will set you up for email shipment notifications. We will use your email address only for shipment notifications. You can always call Ardon and a patient care advocate can provide you with tracking information.

How much will my prescription cost?

Feel free to call us toll-free at 855-425-4085. A patient care advocate will be able to tell you your out-of-pocket costs once the prescription is approved by your insurance provider.

Ardon Health will help you find assistance. We can help connect you with available support programs and charitable organizations that may provide aid to make your prescription more affordable.

How can I pay for my prescription order?

You can pay for your prescriptions by credit card or by setting up your account to support electronic debit payments. We do not accept cash or money orders. A patient care advocate will confirm payment with you during the scheduling process and in advance of each completed order and shipment.

How do I find out the status of my ordered prescription?

You can call us toll-free at 855-425-4085. A patient care advocate will be able to provide you information on your ordered prescription.

Will I get a generic prescription?

Your prescription may be filled with a generic equivalent if one is available. This is based on state law, FDA (U.S. Food and Drug Administration) equivalency rating, and in accordance with company policy. If you have any questions or concerns, feel free to contact an Ardon Health pharmacist.

How can I safely dispose of my unused or expired medications?

It is important to responsibly dispose of any unused or expired medications. The U.S. Food and Drug Administration outlines ways to safely dispose of your medications. Visit the Drugs section on their website at www.fda.gov/Drugs/ResourcesForYou/Consumers to read about the importance of safe medication disposal practices. You can also learn more by reading the handouts in your Ardon Health welcome packet.

Please visit the Dispose My Meds website at disposemymeds.org to find a medication disposal program near you.

What happens if my drug is not available at your pharmacy?

A patient care advocate will let you know if Ardon Health is out of, or doesn't carry, the medication you need. He or she will also connect you with a pharmacy that has your prescribed drug in stock. We will make sure that you get your medication in a timely manner.

What should I do if I have concerns once I've received my medication?

Please call us toll-free at 855-425-4085. We will connect you with one of our pharmacists.

What if there is a recall on my medication?

If there is a recall on your medication, an Ardon Health patient care advocate will notify you and walk you through what to do next.

How can I learn more about my medication or disease state?

Give us a call. We will connect you with our qualified clinicians to help you better understand both your medication and disease state.

We also have many education materials to help you learn about these topics, on your time. We are happy to walk you through these pieces if you need a hand. Feel free to ask a patient care advocate for assistance anytime.

What is the Patient Care Program?

The Patient Care Program provides you with extensive support that goes beyond filling a prescription — and it comes at no extra cost to you. We want to be part of your whole health journey, and that means walking you through your condition and medication. By helping you fully understand your therapy and connecting you with the right advocacy groups and programs, you are one step closer to taking charge of your health.

To learn more, please visit the Support programs page in the Patients section at ardonhealth.com, or call us toll-free at 855-425-4085.

More questions?

We're here to help. Just call us toll-free at 855-425-4085. TTY users, please call 711.

**“Follow your bliss and the universe will
open doors where there were only walls.”**

– Joseph Campbell

