

Hendry Regional Outpatient Pharmacy

Hours of Operation

Monday-Friday | 8:30am till 5:00pm

Delivery Window | 10:00am- 6:00pm

FREQUENTLY ASKED QUESTIONS

What insurances are accepted by the outpatient pharmacy?

Our pharmacy is credentialed with all major payors, including: Medicaid/Medicare, Humana, UnitedHealthcare, CVS/Aetna, Cigna, Simply Healthcare, and many others. The only payor currently under review is Prime Therapeutics (Florida Blue), and we expect an update in the coming weeks.

Does the pharmacy offer delivery services? Can patients choose any delivery address? How quickly are prescriptions delivered?

- **Yes.** We provide home and workplace delivery services (LaBelle Clinic). Our team contacts each patient to confirm their preferred delivery address and timing.
- **Delivery schedule:** Once prior authorization and financial assistance (if required) are approved and the prescription is ready, medications are typically delivered the next afternoon.
- **Time to fill:** If no additional approvals are needed, prescriptions can generally be filled within 30–45 minutes. Approximately 30–40% of prescriptions require insurance approval, which may extend processing time.

What areas does the outpatient pharmacy deliver to?

We currently provide home delivery to Clewiston, LaBelle, Felda, Belle Glade, and Moore Haven.

Will the outpatient pharmacy accept coupon cards and sample vouchers?

Yes. We proactively search for eligible offers to help reduce out-of-pocket costs. Coupon cards and manufacturer vouchers are applied whenever appropriate based on a patient's coverage. Please note that certain copay cards and vouchers cannot be applied for patients insured through Medicaid, Medicare, Tricare, VA, or other government-funded programs.

Does the pharmacy notify patients when prescriptions are ready?

Yes. We have an online notification system that alerts patients when prescriptions are ready for pick-up or delivery. Patients must verify their mobile number with the pharmacy to activate this service.

Does the pharmacy provide educational materials with medications?

Yes. We provide clear, patient-friendly educational resources to ensure patients understand their medications and feel confident in their use.

What makes Hendry Regional Outpatient Pharmacy different from other types of pharmacies?

Hendry Regional Outpatient Pharmacy is a preferred specialty pharmacy for Sunshine Health and Medicare Part D patients. We are uniquely positioned to dispense specialty medications for oncology, rheumatology, neurology, and other complex conditions—therapies available only through a limited number of pharmacies nationwide. Additionally, we are the only pharmacy within a 45-mile radius included in the Sunshine Specialty Pharmacy Network, providing patients convenient access to advanced therapies not otherwise available locally.

