



Helpful information about our pharmacy change

You might have heard that we are closing our clinic pharmacies in early 2020. We apologize for any inconvenience this causes. We appreciate your partnership, and we hope you continue to choose us as your pharmacy until then.

If you have any questions about the pharmacy closing, give us a call at 866-716-0785.

When is my pharmacy closing?

The pharmacies in our Park Nicollet, Central Minnesota and Stillwater Medical Group (Curve Crest location) clinics will be closing Jan. 20, 2020. Our HealthPartners pharmacies will be closing April 1, 2020.

I use your mail order pharmacy. Is that closing too?

While we are closing our *owned* mail order pharmacy as part of our retail pharmacies, our members who use this service will continue to have a mail order option and shouldn't notice any disruption. There is nothing you need to do at this time. We will share more information as it's available.

How long with the pharmacies be accepting new prescriptions? We will continue to fill new and refill existing prescriptions until the date of closure, which is Jan. 20 for Park Nicollet, Central Minnesota and Stillwater Medical Group (Curve Crest location) clinic pharmacies and April 1 for HealthPartners clinic pharmacies. Our mail order customers will have uninterrupted service.

Why are you closing your pharmacies?

In recent years, the pharmacy business has changed. We know, for example, that many consumers want services we're not able to offer, such as 24/7 access, drive-through pickup, or the ability to combine pharmacy purchases with grocery or other shopping trips.

How do I transfer my prescriptions to a new pharmacy?

You have a few options. You can talk to your new pharmacy and have them call us, or you can call us and we'll reach out to your new pharmacy directly. Your pharmacy's phone number is located on your prescription bottle.

What if I don't choose a new pharmacy before you close?

If we don't hear from you, we'll transfer your prescription records to a local pharmacy and make that information available to you. You'll have the option to redirect your prescriptions to a different pharmacy if the option we've selected isn't convenient for you. You'll just need to call or stop by the pharmacy of your choice and the team there will help arrange the transfer.

How should I decide which pharmacy to use?

If you are a HealthPartners member, our HealthPartners mobile app provides information on pharmacy locations and the exact price you'll pay for various prescriptions at each of those pharmacies. Pharmacies will vary in price, so using the app is an excellent tool for saving money.

If I use a non-HealthPartners pharmacy, will my clinician still be able to help manage my prescriptions?

Yes. Our clinicians will continue to help patients manage medications, regardless of which pharmacy they choose.

Are your specialty, infusion and hospital pharmacies staying open?

Yes, we'll continue to operate our specialty, infusion and hospital pharmacies, as well as the outpatient pharmacies located in our hospitals.

Will you continue to offer medication therapy management?

Yes, we'll continue to offer health plan pharmacy management and medication therapy management services.

Will you continue to have pharmacy navigators?

Yes.

Can I still bring my unused medications to the take-back kiosk in the clinic?

Unfortunately, these kiosks are required to be in a secured and properly licensed pharmacy, so we'll no longer be able to provide this service in our clinics. The good news is many of our hospital locations will continue to have takeback kiosks and, many other pharmacies have followed our lead and [these kiosks are now available at many other locations](#) in our communities.

Where in the HealthPartners app do you find other pharmacy locations and prices?

There are a few ways to access our pharmacy price transparency tools. If you select the "my plan" button on the bottom of your mobile screen, you'll get to a page where there is an option to "compare medicine costs." If you have HealthPartners insurance, this tool can show you the exact price you'll pay for your prescriptions at various locations and help you understand the cost differences. You can also access this information on [HealthPartners.com/hp/pharmacy](https://www.healthpartners.com/hp/pharmacy) by selecting the "find the lowest prices" link.