



FREQUENTLY ASKED QUESTIONS

Where is the pharmacy located? What are the hours?

The pharmacy is located within Mosaic Medical's Prineville clinic at 375 NW Beaver Street. It is open Monday through Friday from 9 a.m. to 6:30 p.m.

Who can use the Mosaic Pharmacy?

Anyone can use the Mosaic Pharmacy.

Does the Mosaic Pharmacy offer sliding scale pricing?

Sliding scale pricing is available to Mosaic Medical patients. Discounts are based on income limits set by the federal government.

Are there other ways to get discounts at the Mosaic Pharmacy?

Yes. Mosaic offers a Prescription Club that provides members with access to thousands of medications at a discounted rate (including 300 generic medications capped at \$4). Anyone can join the club for an annual enrollment fee of \$10 per family.

How can I transfer my prescriptions to the Mosaic Pharmacy?

A member of the pharmacy team can help you transfer your prescriptions. Visit or call us with your photo ID, insurance card and list of medications ready. Our team will take care of the rest.

What insurance plans does the Mosaic Pharmacy accept?

The pharmacy accepts most major insurance plans (OHP, Medicare and Private/Commercial).

RESOURCES TO PREVENT THE SPREAD OF COVID-19

Curbside Pickup of Medications

Customers exhibiting COVID-19 symptoms (fever, cough, and/or shortness of breath) can have medications delivered to their vehicles by calling 541-323-3865. Customers can expedite pickup by prepaying any copays over the phone using a credit or debit card.

Mail Delivery of Medications

Mosaic Pharmacy will offer mail-delivery of some prescription medications. Talk to a pharmacy team member to learn more.

Can I manage my prescriptions online?

Yes. Customers can request refills and receive notifications online or on mobile devices through an app called MyChart. Visit mosaicmedical.org/MyChart to enroll.

Are language services available?

The pharmacy team can engage interpreters and print medication instructions in preferred languages.

As a Mosaic Medical patient, do I have to use the Mosaic Pharmacy?

No. Mosaic patients can use any pharmacy they prefer.

Other questions?

Call **541-323-3865** to speak with a Mosaic Pharmacy team member.