

Frequently Asked Questions

Symbria Rx Services is pleased to be the preferred provider of pharmacy services at your community. The answers to the frequently asked questions below will help you learn more about our pharmacy and the services we provide.

Q. Who is Symbria Rx Services?

- A. Symbria Rx Services is a well-known and respected pharmacy that specializes in serving the needs of older adults. We provide pharmacy services to thousands of senior-living residents, filling nearly 50,000 prescriptions each month with an accuracy rate that exceeds 99.99 percent. Our experienced, service-oriented professional staff consistently receives high ratings on our client satisfaction surveys. We are caring, capable, and deeply committed to providing the exceptional service you deserve.

Q. What products and services does Symbria Rx Services provide?

- A. We provide a comprehensive strip medication management program designed specifically for residents like you. Our program includes regular free delivery of your prescription medications and non-prescription (over-the-counter) items. We also provide consultant pharmacist services to your community. As part of this service, a pharmacist reviews your medications to optimize the benefits you gain from the medications prescribed for you. The pharmacist documents any recommendations and relays them to your physician.

One of our licensed pharmacists will review all of your prescriptions for potential allergies, drug interactions, and appropriateness for seniors. The pharmacist will also call your doctor to recommend an alternative medication if needed.

Q. What do I need to do to continue receiving my current medications?

- A. You don't need to do a thing! Symbria Rx Services will handle the transfer of your prescriptions for you to ensure that your medications continue without interruption. And when your prescription expires, we'll contact your physician to obtain a refill.



Your medications are good to go.

Our strip packaging makes it easy to take your medications when you're away for a few hours or days. Just ask your community's staff for the medication(s) you'll need, slip them into your purse or pocket, and your prescriptions will be available when you need them. All at no additional expense to you.

Q. What steps does Symbria Rx Services take to ensure medication safety and accuracy?

- A. Our pharmacy provides your medications in innovative strips of transparent “cells” that are packaged and checked by an automated system to minimize human intervention and provide the highest levels of safety and accuracy. All prescriptions are also checked three times via barcoding and pharmacist reviews. Each cell is clearly labeled with your name, the medication(s) contained in the cell, and the date and time you should take the medication(s). It’s easy for you or your community’s staff to help you take all the medications you need at the right time.

Q. Will your pharmacy bill Part D or other insurance?

- A. Yes. We bill virtually all Medicare Part D Prescription Drug Plans, commercial insurance, and other payers, on behalf of our customers.

Q. How does Symbria Rx Services handle co-pays, deductibles, and over-the-counter items?

- A. You will receive a bill once a month for any amounts you’re responsible for, including co-pays, deductibles, or non-covered items like vitamins, supplements, and over-the-counter products. You can pay your bill using a credit card, personal check, or bank draft.

Q. What happens when a medication is not covered?

- A. We will notify you or your family if your plan does not cover a medication or requires prior authorization by your insurance plan; however, our primary goal is to support your optimal care and treatment. That’s why we will also work with your plan to obtain payment approval for items that may be non-covered initially and will contact your physician to get the medication changed if needed.

Q. Who can help me if I have questions about my medications?

- A. Your community’s staff can usually answer questions you may have about your medications. However, you are welcome to contact Symbria Rx Services at 630.981.8139 any time during regular business hours. If an emergency arises outside of our regular business hours, your community’s staff will be able to contact a pharmacist quickly and easily.

Q. How can I learn more about Symbria Rx Services?

- A. To learn more about our pharmacy, please visit www.symbriarx.com.

About Symbria Rx Services

Symbria Rx Services is a division of Symbria, a leading national developer and provider of innovative, outcome-driven programs, products, and services.

Our passion, insight, and performance—and our exclusive focus on seniors—drives us to develop and implement medication management solutions that benefit residents and senior-living providers in all settings.

“I’ve been restricted to a wheelchair since 2009, when the pain associated with a bicycle accident became more than I could bear. When Medicare required that my scripts for pain medication be hand-carried to my pharmacy, Symbria came to the rescue. Their customer service reps are always professional, patient, and sympathetic. The entire team works seamlessly together to ensure I receive my meds without having to travel to outside retail pharmacies. Thanks Symbria team!”

Judy M.
Independent Living Resident
Friendship Village