



May 9, 2022

Dear Residents, Families, Loved Ones, and Friends of Bellaire at Devonshire,

This month the community will be seeing the introduction of English Meadows Senior Living as the community operating management group. The current management group, Park St Senior Living & Cathcart Properties, community owners, are working mutually to ensure a seamless transition. English Meadows is headquartered in Blacksburg, Virginia, and manages its campuses in the surrounding states. The new community operator has plans to purchase the building. When that occurs, our name will be changed to English Meadows Teays Valley Campus.

English Meadows wants to keep the core elements of what makes Bellaire at Devonshire a great campus for families and loved ones. They will introduce changes that only improve the campus. One of the first changes is that Southern RX is the new contracted pharmacy that provides services for all residents of the campus. The new pharmacy is based out of Wytheville, VA, and has a daily courier service for order delivery. For stat or emergency medications they will call in orders locally for the campus. Southern RX uses an electronic medication administration record for reorders, medication order management, & records medication delivery to residents. There will be no delays in service for residents, and your insurance will be continued to be billed for medications.

Residents of Bellaire at Devonshire retain the right to choose their own pharmacy. However, to manage medication delivery all outside orders are profiled and repackaged by the campus pharmacy. Southern RX charges a fee of \$10 per medication to be repackaged. If your insurance requires you to use a mail-order pharmacy or you have your medications dispensed by the VA pharmacy, there is a reduction in the cost of this fee. For further information, I have attached a welcome notice and enrollment form for billing at Southern RX.

The campus will also hold a meeting for all residents or responsible parties to meet a representative from Southern RX. This meeting will occur on May 19 between 4 PM & 6 PM. At this meeting, you will have an opportunity to directly discuss any of your concerns or questions. The introduction of Southern RX has given additional support services for us to better serve residents. Our goal is to complete the changeover with minimal opportunities. We have notified residents' primary care groups to ensure no gaps in refilling medications.



Additional changes that have occurred this month for many residents are the onboarding of Valley Health and Dr. Dillon as a primary care doctor. Dr. Dillon will be visiting residents over the coming weeks with urgent needs taking priority first.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tyler Holsclaw', is written in a cursive style.

Tyler Holsclaw, Executive Director

Bellaire at Devonshire

304.760.5290

www.bellaireatdevonshire.com





Welcome to Southern Pharmacy!

We are excited to announce our partnership with your community.

A pharmaceutical provider is an important part of long term care. Southern Pharmacy has been in business since 2003 and specializes in long term care. We have 24-hour/7-day availability; we pride ourselves on excellent customer service and great teamwork. We offer a knowledgeable staff, safe and proven procedures and the latest in pharmaceutical technologies.

Our Commitment to You:

At Southern Pharmacy, customer service is our number one priority. We therefore strive to provide you with complete and accurate bills. As part of our service, we will assist you in all areas of billing and our staff is committed to providing you the best products and support possible. Our team is made up of experienced professionals dedicated to Nursing Home and Assisted Living Billing, 3rd Party Insurance, Medicare, Medicaid, Prior Approvals and any other specialized insurance needs.

Our services include:

- Facility and family education
- Accurate and timely billing statements with itemized charges and 30 day terms
- Knowledgeable billing staff available to answer questions
- Assistance with Medicare Part D enrollment
- Prior approval assistance
- Credit available for unopened medications
- For your payment convenience, we accept online payment, credit cards or checks

Our team is committed to:

- Treating our Customers with respect and providing them with a pleasant, courteous experience
- Being honest with our Customers, co-workers and ourselves
- Acting with the highest level of integrity
- Responding promptly to our Customer needs
- Working as a team to fulfill customer expectations
- Complete confidentiality of our customer information

Southern Pharmacy is committed to providing complete and accurate information to all our customers. If you have any questions concerning billing or payments, please contact our team below at our toll-free number: **866-SOUTHRX (768-8479)**. You can also visit our website at www.southernrx.com.

Billing Team ext. 6036 **Nicole Bruce – Billing Supervisor** Nicole.Bruce@southernrx.com

Payments Team ext. 6037 **Tammy Ayers – Payments Specialist** Tammy.Ayers@southernrx.com

Thank you for using Southern Pharmacy!

Please fill out, sign and return the enclosed Pharmacy Admission Form with your payment or send to:

Wythevillebilling@southernrx.com or fax to 1-866-928-3983



F34 WV

Resident Information (Please Print):

Resident Name: _____ Facility Name: _____

Date of Birth: _____ Soc. Sec. #: _____ Medicare #: _____

Please attach copies of resident's active insurance cards.

Check ANY that apply:

- No Pharmacy Insurance
- Medicaid Pending
- I will provide my own OTCs
- I use another pharmacy (VA, mail order, etc.)

Billing Information (Please Print):

Name (if not resident): _____ Relationship: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Email Address: _____

Additional parties with whom SPS may discuss billing matters: _____

Pharmacy Admission Agreement

All accounts are due and payable 25 days after the statement date. All payments are to be made directly. Should the account be referred to collection, the undersigned agrees to pay reasonable costs in such a collection effort. Southern Pharmacy Services reserves the right to discontinue providing services for those accounts that are in excess of 90 days delinquent. Should the patient need help enrolling in Medicare Part D, Southern Pharmacy can assist in that process.

I understand that the use of Southern Pharmacy Services as a provider of pharmaceuticals and other necessities is optional. I also understand that Patient Inserts are available upon request.

I agree to the following for all purchases:

1. I will pay the entire amount within 25 days of the statement date.
2. I will pay for any purchases not payable by Insurance, Medicaid or Medicare.
3. I agree that in order for the account to remain active, the account must remain current.
4. I authorize facility personnel to make purchases on this account on behalf of the named resident.
5. I understand that this document is to be submitted to the pharmacy within 72 hours of admission.

Signature below is indication that you wish to use pharmacy services provided by Southern Pharmacy Services. If you do NOT wish to use SPS for pharmacy services, please opt out below:

I DO NOT wish to use pharmacy services provided by SPS for primary prescription services.

Acknowledgement of Notice of Privacy Practices

The undersigned acknowledges that he/she has received a copy of Southern Pharmacy Services Notice of Privacy Practices. In addition to the attached document, the notice can be found at www.southernrx.com.

Signature of Responsible Party: _____ Date _____

Print Name _____