

	FAC	Document#: FAC SOP-05
	Young at Heart Contact Information	Version: 2.4
	Process Champion: Office Operations Manager Approver: General Manager	Revision Date: 10/16/18 Expiration Date: 10/16/20 Page 1 of 1

Purpose The purpose of this document is to provide contact information for Young at Heart Pharmacy.

Phone/Fax Numbers; Address; Email	Phone	866-308-4990	<u>Pharmacy Address</u> PO Box 3504 Carmel, IN 46082
	Fax	877-513-6937	
	Email (if unable to fax)	Fax2mail@yahrx.com	

Pharmacy Hours	Monday – Friday	9:00 AM – 5:00 PM
	Weekends, Holidays* and After Hours	On-call Pharmacist Available

Delivery Cut-off Times - New Orders	Monday – Friday	Order by 5:00 PM	Delivery same evening or next day**
		Order after 5:00 PM	Delivery next day
Weekends, Holidays* and After Hours	Non-STAT orders	Second business morning	
	STAT	As soon as possible depending on conditions	
		>>Facility please fax and call in the STAT order for follow up<<	

Delivery Cut-off Times - Reorders	Monday – Friday	Order by 12:00 PM	delivery next business day
	Weekends, Holidays* and After Hours	Order by 12:00 PM	delivery in 2 business days

Contacts	866-308-4990	Customer Service Option 2	Direct Voicemail Option 9	CustomerCare@yahrx.com	
		Billing Services Option 4	Billing Manager Extension 1405	Amanda Doss IRX_Billing@innovativerx.us	
		Medical Records Option 1		Stephen Brown	
		Customer Service Lead Extension 1506		Sherry Lahne	
		Customer Communication/ E-MAR Support Extension 1501		Cindy Lane, RN	
		Pharmacy Director Extension 1207		Lori Kile, RPh	
		Distribution/Clinic Support Extension 4101		distribution@yahrx.com	
	317-703-9180	Sales		Greg Whitehead	

*New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day
**Based on facility agreement for delivery