



WELCOME TO SOUTHSIDE

3 STEPS TO A SIMPLER WAY TO PRESCRIBE

1. SEND PRESCRIPTION:

Being an innovative pharmacy is the key at Southside. We make sure that your office can send the prescription to us in the easiest way possible. Here are the three simple ways you can send your patient's prescription:

1. **Fax** Southside Patient information Form to (855)-822-7838
2. **E-prescribe** order to Southside:
7700 Main St. Houston, TX 77030
NCPDP # 4554487 | NPI 1538496443
3. **Call** our pharmacy at (855) 822-7828 and submit over the phone with our intake Team.

2. INFORM PATIENT:

Let your patient know that a Patient Care Coordinator will be contacting them shortly. Once we receive the prescription we will touch base with the patient and make sure they understand the process. It is our goal to alleviate any question patients might have at the point of initial contact.

3. STAY INFORMED:

Communication with our patients and providers is of high importance. We make sure that we communicate with your office at each step. We know the importance to the communication that is needed with the patients we care for.

WHAT TO EXPECT WITH SOUTHSIDE

- One single point of contact
- Coordination of insurance benefits
- Assistance with prior authorization management
- Co-pay assistance and financial assistance coordination
- Refill reminders
- Portal access
- Education and counseling of medication to promote patient adherence



For more information:
Call (855) 822-7828
or visit www.ssr.com

SPECIALTY PHARMACY PROCESS

Specialty referral standard requirements:

1. Prescription | 2. Demographics | 3. Clinical Notes | 4. Labs

0-2 HOURS

INTAKE (CENTRAL PROCESSING)
Fax / E Script
Acknowledgment fax to MD
Welcome call to patient

1-7 BUSINESS DAYS*

PRIOR AUTH (PA TEAM)
PA Initiation
Fax Communication with MD
Appeals Process (if needed)

1-2 BUSINESS DAYS**

RX FILL/TRANSFER (CENTRAL / SSP3)
Copay Assistance
Patient Counseling
RX Shipping / Transfer

* Depends on availability of all the required documents & insurance processing time

** Depends on patient's responsiveness to our calls

ONE SOURCE FOR ALL YOUR MEDICAL NEEDS

INFORMATION

- Fax Numbers (855) 822-7838
- Phone Number (855) 822-7828
- 7700 Main St. Houston, Texas 77030

LOCATIONS

- Texas
- California - Greater Los Angeles
- Atlanta

ONE SINGLE POINT OF CONTACT

