



MEMO: UPDATED PHONE TREE

Attn: All Facility Staff

From: Francesco Mangiapane, P.I.C.

Francesco Mangiapane

Our phone tree has been updated to include the following options with changes indicated in bold below. Please post and disperse to your staff members as you see fit. If you have any questions or concerns, please contact the pharmacy. Thank you!

PHARMACY MENU @ 858-652-6900 (if you know your party's extension, dial * and the extension at any time)

Option 1 → Refill Voicemail line

Option 2 → Follow up on a refill or new order

Option 3 → New orders or change in orders

→ **Sub-option 1 → Medical Records and eMAR questions**

→ **Sub-option 2 → Provide a new order or change order to a pharmacist**

Option 4 → If you are a Doctor, press 4

→ Sub-option 1 → For Refill Request Authorizations

→ Sub-option 2 → To call in a new order

Option 5 → For the Billing Department Menu, press 5

Option 6 → For the Cycle Department, press 6

Option 7 → For the IV Department, press 7

Option 8 → For Medical Records and eMAR, press 8

Option 9 → New Business or General Pharmacy Information

→ **For New Business Inquiries, press 1**

→ **For General Pharmacy info, press 2**

○ Pharmacy Hours of Operation are Monday-Sunday, 365 days a year from 7am to 11pm.

Our fax number is 877-595-7208 and email address:

Physician.orders@ronspharmacyservices.com

BILLING OFFICE MENU @ 858-652-6960 (if you know your party's extension, dial * and the extension at any time)

Option 1 → For questions about your invoice, press 1

Option 2 → To Pay your Bill, press 2

Option 3 → For Collections, press 3

Option 4 → For the Pharmacy menu, press 4

Option 9 → New Business or General Pharmacy Information

→ **For New Business Inquiries, press 1**

→ **For General Pharmacy info, press 2**

○ Pharmacy Hours of Operation are Monday-Sunday, 365 days a year from 7am to 11pm.

Our fax number is 877-595-7208 and email address: Billing-rps@ronspharmacyservices.com