# Retail to Home Delivery Pharmacy Program Overcoming Objections Scenarios

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**Description:** Scenarios when members have objections with signing up for offered programs.

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| Objections about Time |

The member is expressing concerns about the time it will take to transfer their prescriptions from Retail to Home Delivery.

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| **Objection** | **Response** |
| I don’t have the time to set this up. | We want to make it quick and easy for you to sign up for this service. I just need a few minutes of your time and then I can do the work for you. |

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| Objections about the Hassle |

The member is expressing concerns about the complexity and difficulty of Home Delivery pharmacy service that may prevent them from moving their prescriptions from Retail to Home Delivery.

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| **Objection** | **Response** |
| I prefer to go to my local pharmacy. | Of course, you can continue to see your local pharmacist when you have prescriptions or other medical needs that need to be filled immediately, or should you have any that are short-term medications, like an antibiotic. |
| I will no longer get to speak with the pharmacist. | Home Delivery is better suited for long-term maintenance medications members take for an extended period. Not only can you save more money through home delivery pharmacy service; you’ll have access to one of our registered pharmacists 24/7 through our toll-free number from the privacy of your own home or office. |
| I don’t want my prescriptions automatically filled. | I completely understand, you can still take advantage of the savings home delivery pharmacy service offers, and you are welcome to call us or go online when you are ready for a refill. If you decide to enroll in the automatic refill program in the future, you can always stop home delivery service at any time and continue refilling your prescriptions at your local retail pharmacy. |
| Will I need a new prescription if I change from a 30- to a 90-day supply? | Yes, we can contact your doctor to get you a 90-day prescription and then fill it for you. If you run out of refills, we can contact your doctor to authorize a new prescription. |

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| Objections about Trusting Home Delivery |

The member is expressing concerns about the reliability of home delivery service that may prevent them from moving their prescriptions from Retail to Home Delivery.

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| **Objection** | **Response** |
| I don’t trust home delivery pharmacy service. | I’ve heard a few members say that they’re hesitant because they feel like they’re giving up control or have other concerns about home delivery pharmacy service. The fact is that 100% of your orders will be inspected by a pharmacist for quality and safety, just like at your local pharmacy. |
| My medication may not arrive on time. | You can usually order your refills up to 22 days in advance, and they will ship from our facility within two business days. Additionally, upgraded shipping is also an option if you need your medicine earlier than the standard delivery time from the carrier service (at an additional cost). |
| The medicine may sit in my mailbox in hot or cold weather. | Safety and security are very important so we use plain, unmarked and temperature-sensitive packaging to protect your medicine, as needed. |
| What if my order gets lost during transport? | Because your health is important to us, we have procedures in place to aid in the reshipment of a replacement order in the rare event that an order is lost in transit. |

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| Objections about Prescription Changes |

The member is expressing concerns about potential changes that may impact their prescriptions and prevent them from participating in Retail to Home Delivery.

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| **Objection** | **Response** |
| My doctor may tell me there is a chance I can stop taking my medication. | Continue speaking with your doctor on a regular basis to find out if this is the appropriate medicine for you. You can stop the home delivery prescription shipment at any time and refill your prescriptions at your local retail pharmacy. |
| My doctor is changing my prescription strength. | You may wish to wait to enroll that particular medication in the home delivery pharmacy service. If you would like, we can start with your other prescriptions today and you may add other prescriptions at any time. |

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| Objections about Cost |

The member is expressing concerns about the cost of moving their prescriptions from Retail to Home Delivery.

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| **Objection** | **Response** |
| I don’t like paying for a 90-day supply four times a year versus monthly for a 30-day supply. | We have several payment options that could help. We accept all major credit cards and electronic checks. |
| The savings just aren’t enough. | Please keep in mind that by using this service, your medications are delivered with no shipping cost directly to your home. That means that in addition to the convenience, you save the time and gas spent making the special trips to your local pharmacy to simply pick up your prescriptions. |
| Why would I sign up for this when I can get $4 generics at Wal-Mart, etc.? | While we'd be happy to fill all of your medications via home delivery, you can choose to continue buying any of your prescriptions at your local retail pharmacy while also saving on your other prescriptions by using home delivery pharmacy service. |

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