

Effective 7/1/2023 Penn Medicine Lancaster General Health will have mail order access from LG Health/Penn Medicine Convenience pharmacy on North Duke Street. LGH Convenience Pharmacy can complete desk side delivery as well as mail order to the address of your choice.

LG Health/Penn Medicine Convenience Pharmacy

555 North Duke St

Lancaster, PA

NPI: 1023037090

Phone: 717-544-5929

Fax: 717-544-5963

Hours: Monday-Friday 7-6 EST, Saturday 9-3 EST, Sunday & Holidays Closed

What will happen to my existing mail-order prescriptions?

Active prescriptions with remaining refills currently being filled via Express Scripts Mail Order will transfer to the Duke Street LGH Convenience Pharmacy via an Open Refill Transfer File on 7/1/23. Controlled substances, compound medications, and prescriptions without remaining refills will not be included in the file. A new prescription for a compound, controlled substance, or medication without refills would be needed from your physician.

What is my insurance information?

LGH Group Number: LGHRX4U

Cardholder ID: Found on your Southern Scripts ID Card

BIN Number: 015433

PCN: SSN (Southern Scripts Network, not SSN#)

PBM: Southern Scripts

Contact Number: 800-820-1017

How can I contact the Duke Street LGH Convenience Pharmacy?

Call 717-544-5929 to speak to a Pharmacy Representative or call Southern Scripts @ 1-800-820-1017 and they can assist you.

How will my medications be delivered?

Lancaster General Health/Penn Medicine Convenience Pharmacy is happy to offer three different ways to receive your medications:

Desk Side Delivery:

Free next day delivery of you and/or your dependents' prescriptions to your work location, including non-refrigerated, refrigerated and specialty medications.

Employee Home Delivery:

Free next day or ground delivery of you and/or your dependents' prescriptions, including non-refrigerated, refrigerated and specialty medications delivered by Fed-Ex. This includes 30-day and 90-day supplies of prescriptions.

Patient Home Delivery:

Home delivery service from all Convenience Pharmacies at no cost to the patient. This includes non-refrigerated, refrigerated and specialty medications.

Does LGH Convenience Pharmacy offer auto refills on my mail order medication(s)?

Lancaster General Health/Penn Medicine Convenience Pharmacy does not offer auto refills. However, there is an adherence program that you are able to enroll into, called One N Done, that offers repeat fills of your medication(s).

What is One N Done?

One N Done is a new compliance adherence program made available to you by your employer.

How do I enroll for One N Done?

Simply mention the program at the pharmacy and the pharmacy technician will be able to assist you.

Will my payment information be stored?

Yes. Payment information can be stored once provided, via a secure system.

How do I order a refill of my mail order prescription?

You can call the Duke Street LGH Convenience Pharmacy and input the prescription number for the refill from the options provided to you in the call menu. Or you may opt to speak directly to the pharmacy staff, specialty pharmacy or delivery technician.

How can I order new prescriptions?

Your provider can send a new prescription to the Duke Street pharmacy by electronic prescribing, for the quickest service, or by fax or phone.

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What if I urgently need my medication?

For active prescriptions of maintenance medications, same day pickup may be available. For most other prescriptions next day delivery is available. If you have any further questions, please call the Duke Street LGH Convenience Pharmacy (717-544-5929) or Southern Scripts for assistance (1-800-820-1017).

What are my payment options?

Duke Street LGH Convenience Pharmacy accepts cash, check, credit card, FSA and HSA as forms of payment.

How can I check my order status?

To review your order status, contact the Duke Street LGH Convenience Pharmacy.

Will the Duke Street LGH Convenience Pharmacy contact my provider if there are no remaining refills?

Yes. LGH Convenience Pharmacy will contact your provider to obtain a new prescription.

Can I get information about drug interactions?

Patient monographs print with all new prescriptions outlining drug information. LGH Convenience Pharmacy pharmacists are always available in person or on the phone for a consultation for drug interactions or to answer any patient questions.

Are interpretation and translation services available?

Yes, oral interpretation and translation services are available.

If you have an issue or concern, please contact Southern Scripts at 1-800-820-1017 for assistance.