Welcome to
University of New Mexico
Outpatient Pharmacy

Contact Information
University of New Mexico Hospitals

Outpatient Pharmacy:
Refill Telephone line: 505.272.2308 or 505.272.2309
Mailroom: 505.272.8663

Southeast Heights Clinic Pharmacy: 505.272.4563
MAIN LOCATION: UNM OUTPATIENT PHARMACY
1209 University Blvd NE
Albuquerque, NM 87102

Driving directions from UNM Hospital:
1. Start out going WEST on LOMAS BLVD NE
2. Turn RIGHT onto UNIVERSITY BLVD NE.
3. Turn LEFT onto Camino De Salud
4. Turn LEFT into parking lot.
5. End at 1209 University Blvd NE Albuquerque, NM 87102

Hours Of Operation: Monday through Friday: 7:00 am until 5:00 pm.
Saturday: 9:00 am until 5:00 pm
Sunday: CLOSED

** BEST TIME TO VISIT PHARMACY IS BETWEEN 9:00 AM AND 3:00 PM **
WHEN VISITING THE MAIN UNM OUTPATIENT PHARMACY LOCATION:

DROP OFF:
1. Get a drop off number from machine.
2. Have a seat until your number is called to window 7 or 8.
3. When your number is called present your UNM Cares financial assistant card, Medicare cards or UNM SCI card.
4. You will be given the option to wait or come back.
5. If there is a drug interaction, allergy alert, question on directions, or we do not stock the medication, the pharmacist will call your Dr. to get prescription fixed.
6. Your prescription will be entered into your profile, filled, checked, then your name will be called to window 3 if you are waiting.
7. Controlled Substances will not be filled more than 2 days early.

PICK UP:
1. Get a pick up number from the machine.
2. Have a seat until your number is called to window 1,2,4,5, or 6.
3. When your number is called, present your UNM Cares financial assistance card, Medicare cards or UNM SCI card.
4. Your prescription will be taken off the shelf and given to you.
5. The technician will ask you if you have any questions about your medication for a Pharmacist. Counseling is always available.
6. Payment is due at time of service.
7. Photo ID is required by Board of Pharmacy when picking up a controlled substance.

Mail-Out:
1. If you would like your prescription(s) mailed to you please fill out the mail-out form. The form can requested at the pharmacy or found on the Internet.
2. We must have a physical address to mail out prescriptions. We are not able to mail medications to a post office box.

Prescriptions:
1. UNM Outpatient Pharmacies accept prescriptions from UNM Hospitals and affiliated clinics.
2. Transfer medications must be from UNM Hospitals and affiliated clinic providers.
COVERAGE’S ACCEPTED AT UNM PHARMACIES:

1. **UNM Cares**: Patients who have UNM Cares Financial Assistance must keep it current. To make an appointment call (505) 272-2521. You must present your financial assistance card when dropping off or picking up a medication.
   
   Co-payments on medication that are covered are divided into the following:
   
   - **Tier 1** = $7 co-pay
   - **Tier 2** = $20 co-pay
   - **Tier 3** = $30 co-pay
   - **Tier 4** = 50% of AWP
   - **Tier 5** = full price

2. **UNM SCI**: Patients who have UNM SCI must keep it current. To make an appointment call (505) 272-2521. Molina will send you a handbook of benefits. If a medication is not covered, your Dr. can contact Molina and submit a prior authorization request form to ask for an exception for the medication. You must present your UNM SCI card to pharmacy when dropping off or picking up a medication. Co-payments are determined by your insurance plan.

3. **MEDICARE-D**: Patients on Medicare must have Medicare part D and UNM Cares. If you need to enroll in Medicare part D you can call 1-800-MEDICARE. To make an appointment for financial assistance call (505) 272-2521. If a medication is not covered by your insurance, your Dr. can contact your insurance and submit a prior authorization request form to ask for an exception for the medication. Co-payments are determined by your insurance plan. UNM Cares assistance helps with lowering co-payment to UNM Cares co-pay. You must present insurance card (s) to pharmacy when dropping off or picking up a medication.