



October 30, 2023

Dear Compounding Patients,

Re: Requirement for Prepayment on Compounded Medication Prescriptions

I hope this letter finds you well. We value your trust in Moss Compounding Pharmacy for your customized compound medication needs and are committed to providing you with the highest quality of care and service.

We are writing to inform you about a recent change in our billing policy regarding compounded medication prescriptions. As part of our ongoing efforts to streamline our processes and ensure the timely fulfillment of your medication needs, we have introduced a **prepayment requirement for compounded medications**. This change will take effect on November 6, 2023. Please note this change will **only apply to compounded medications** and not traditional prescription orders filled at The Pharmacy.

Compounded medications are customized formulations tailored to your unique medical needs. They often involve specialized ingredients and careful preparation by our pharmacy team. To ensure that we can continue to provide you with the best possible service and maintain a seamless medication supply, we kindly request that all compounded medication prescriptions be prepaid before processing.

The prepayment process will occur in the following manner:

1. Prescription Submission: Provide the prescription for the compounded medication as usual, either directly from your healthcare provider or via drop off at the pharmacy.
2. Price Quotation: Our pharmacy team will assess the prescription and provide you with a detailed quotation that includes the medication cost.
3. Payment: Provide the payment for the quoted amount. We accept cash, all major credit cards and HSA/FSA payment methods. We will store your payment information securely within your prescription record account unless you request otherwise.
4. Processing: Once we receive your payment, we will begin the compounding process. You will be notified once the medication is ready for pickup or shipping, as per your preference.

We understand that this change might be new and appreciate your understanding and cooperation in this matter. Your health and well-being remain our top priority, and we believe that this change will help us serve you better by reducing any potential delays in medication preparation and pickup.

If you have any questions or concerns about this new prepayment requirement or if you require assistance with the process, please do not hesitate to contact our pharmacy team at 843.665.0289.

Thank you for entrusting us with your healthcare needs. We look forward to continuing to serve you.

Sincerely,  
Bryan Ziegler, PharmD, MBA  
Co-owner/Pharmacist-in-Charge