

Capital Health Plan Silver Advantage (HMO)
Capital Health Plan Advantage Plus (HMO)
Capital Health Plan Preferred Advantage (HMO)
Capital Health Plan Retiree Advantage (HMO)



Pharmacy Directory

This pharmacy directory was updated on 05/07/2025. For more recent information or other questions, please contact Capital Health Plan Member Services at 850-523-7441 or 1-877-247-6512 or, for TTY users, 850-383-3534 or 1-877-870-8943, 8:00 a.m. to 8:00 p.m., seven days a week, October 1 through March 31; and 8:00 a.m. to 8:00 p.m., Monday through Friday, April 1 through September 30. State of Florida members call 1-877-392-1532, 7:00 a.m. to 7:00 p.m. Or visit our website at www.capitalhealth.com/Medicare.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at www.capitalhealth.com/Medicare. You may also call Member Services for updated provider information. **We strongly suggest that you review our current Pharmacy Directory to see if your pharmacy is still in our network.**

This document may be available in other formats such as Braille and large print. For additional information call Member Services on the phone numbers listed above.

The pharmacy network may change at any time. You will receive notice when necessary.

Introduction

This booklet provides a list of our plan's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and the Capital Health Plan Advantage Plus, and Capital Health Plan Preferred Advantage formulary or the Capital Health Plan Retiree Advantage formulary.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under our plan only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of 4/18/2024. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can go to all the pharmacies on this list, but your costs for some drugs may be less at pharmacies in this list that offer preferred cost sharing. We have marked these pharmacies with a “P” for Preferred Pharmacy to distinguish them from other pharmacies in our network that offer standard cost sharing for the Silver Advantage plan.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

This directory is for Leon County and the surrounding counties including the area in which you live. However, we cover a larger service area, and there are more pharmacies where your prescriptions may be covered by our plan. For information on more pharmacies in our plan network not listed in this directory, please call Member Service at 850-523-7441 or 1-877-247-6512 or, for TTY users, 850-383-3534 or 1-877-870-8943.

If you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact us.

Pharmacies are listed alphabetically by county and city and by type of pharmacy. The types of pharmacies in this directory appear in this order:

- ♦ Retail Pharmacies, including Chain Pharmacies
- ♦ Mail Order Pharmacy
- ♦ Home Infusion Pharmacy
- ♦ Long-Term Care Pharmacies
- ♦ Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies
- ♦ Specialty Pharmacy

Under each listing we also show additional pharmacy features. These features are identified with the following key:

- ♦ **90** = 90-day supply. These are retail pharmacies that offer an extended (90-day) supply of medications.
- ♦ **24HR** = Pharmacy is open 24-hours.
- ♦ **eRX** = Pharmacy accepts electronic prescriptions from prescribers.
- ♦ **P** = Preferred Pharmacy for Capital Health Plan Silver Advantage (HMO)

RETAIL PHARMACIES, INCLUDING CHAIN PHARMACIES

For TTY users, please dial 711.

Calhoun County - Blountstown		
Blountstown Drugs, Inc.	20370 Central Avenue West Blountstown, FL 32424	(850) 674-2222
Gadsden County - Quincy		
Florida State Hospital 90, eRX	100 N Main Street, Bldg. 1235 Chattahoochee, FL 32324	(850) 663-7675
Walgreens Pharmacy #10147 90, eRX	1217 W Jefferson Street Quincy, FL 32351	(850) 627-7663
Leon County - Tallahassee		
Care Rx Pharmacy 90, eRX	1167 E. Tennessee Street Tallahassee, FL 32308	(850) 577-1890
Costco Pharmacy #1026 90, eRX	4067 Lagniappe Way Tallahassee, FL 32317	(850) 219-2509
Genoa Healthcare, LLC eRX	2634 Capital Circle NE Tallahassee, FL 32308	(850) 666-5194
Pharmerica	1950 Commonwealth Lane Tallahassee, FL 32303	(850) 504-6262
PUBLIX PHARMACY #1656	5678 Capital Circle NW Tallahassee, FL 32303	850-562-0088
Sam's Pharmacy 10-8120 90, eRX	3122 Dick Wilson Blvd. Tallahassee, FL 32301	850-671-2711
Stewarts Pharmacy 90, eRX	1350 E Mahan Street Tallahassee, FL 32308	(850) 216-1021

Walgreens Pharmacy #10717	140 Capital Circle SW Tallahassee, FL 32304	(850) 575-0063
90, eRX		

Leon County, Tallahassee - Continued

Walgreens Pharmacy #10901 90, eRX	2913 Mahan Drive Tallahassee, FL 32308	(850) 656-7484
Walgreens Pharmacy #11537 90, eRX	414 South Magnolia Drive Tallahassee, FL 32301	(850) 877-3023
Walgreens Pharmacy #1902 90, eRX	6680 Thomasville Rd Tallahassee, FL 32312	(850) 907-1763
Walgreens Pharmacy #2074 90, eRX	1202 North Magnolia Dr Tallahassee, FL 32308	(850) 877-3075
Walgreens Pharmacy #4091 90, eRX	2009 W Tennessee St Tallahassee, FL 32304	(850) 580-1899
Walgreens Pharmacy #4311 90, eRX	3531 Thomasville Road Tallahassee, FL 32309	(850) 907-0112
Walgreens Pharmacy #7583 90, eRX	3820 North Monroe Street Tallahassee, FL 32303	(850) 514-8423

Madison County - Madison

CVS PHARMACY #04062 90, eRX, P	407 E Base St Madison, FL 32340	850-973-3027
JAY'S PHARMACY OF MADISON 90, eRX	683 E Base St Madison, FL 32340	850-253-2599
NORTH FLORIDA PHARMACY OF MADISON 90, eRX	139 SW Macon St Madison, FL 32340	850-973-8120

Taylor County - Perry		
CVS PHARMACY 04472 90, eRX, P	105 W Hampton Springs Ave Perry, FL 32347	850-584-5847
JAY'S PHARMACY 90, eRX	828 S Jefferson St #4119 Perry, FL 32347	850-584-7800
STEINHATCHEE DRUGS 90, eRX	105 15 TH Street SE Steinhatchee, FL 32359	352-498-0680
WALGREENS #12578 90, eRX	2117 S Byron Butler Pkwy Perry, FL 32348	850-584-2627
WALMART PHARMACY 10-5172 90, eRX, P	1900 S Jefferson St Perry, FL 32348	850-223-4189
Wakulla County - Crawfordville		
Crawfordville Pharmacy eRX	2650 Crawfordville Hwy Crawfordville, FL 32327	(850) 926-8946
PUBLIX PHARMACY #1798 90, eRX, P	2343 CRAWFORDVILLE HWY Crawfordville, FL 32327	850-926-4072
Walgreens Pharmacy #9578 90, eRX	2580 Crawfordville Highway Crawfordville, FL 32327	(850) 926-2754
Total: 29		

PREFERRED PHARMACY

RETAIL PHARMACIES, INCLUDING CHAIN PHARMACIES

For TTY users, please dial 711.

Franklin County - Apalachicola		
Buy Rite Drugs 90, eRX, P	117 Avenue E Apalachicola, FL 32320	(850) 653-8825
CVS Pharmacy #05165 90, eRX, P	139 Avenue E Apalachicola, FL 32320	(850) 653-8737
Gadsden County - Chattahoochee		
CVS Pharmacy #05167 90, eRX, P	12 Decatur Street Chattahoochee, FL 32324	(850) 663-2268
Gadsden County - Havana		
Buy Rite Drugs 90, eRX, P	704 S US Highway 27 Havana, FL 32333	(850) 539-8080
Gadsden County - Quincy		
CVS Pharmacy #03624 90, eRX, P	1208 W Jefferson Street Quincy, FL 32351	(850) 875-3021

Gadsden County, Quincy - Continued		
Walmart Pharmacy 10-0488 90, eRX, P	1940 Pat Thomas Parkway Quincy, FL 32351	(850) 875-1231
Jefferson County - Monticello		
CVS Pharmacy #04099 90, eRX, P	1390 South Jefferson Street Monticello, FL 32344	(850) 997-4108
Leon County - Tallahassee		
CVS Pharmacy #00710 90, eRX, P	1708 North Monroe Street Tallahassee, FL 32303	(850) 385-6136
CVS Pharmacy #01256 90, eRX, P	1300 Apalachee Parkway Tallahassee, FL 32301	(850) 877-5168
CVS Pharmacy #03910 90, eRX, P	3479 Thomasville Road Tallahassee, FL 32309	(850) 893-0459
CVS Pharmacy #04024 24HR, 90, eRX, P	5466 Thomasville Road Tallahassee, FL 32312	(850) 893-8116
CVS Pharmacy #04469 90, eRX, P	1819 West Tennessee Street Tallahassee, FL 32304	(850) 576-0147
CVS Pharmacy #04478 90, eRX, P	3831 North Monroe Street Tallahassee, FL 32303	(850) 536-0417

Leon County, Tallahassee – Continued

CVS Pharmacy #04639 90, eRX, P	5670 North Monroe Street Tallahassee, FL 32303	(850) 562-9348
CVS Pharmacy #05025 90, eRX, P	1875 Capital Circle NE Tallahassee, FL 32308	(850) 216-2244
CVS Pharmacy #07895 90, eRX, P	3035 Apalachee Parkway Tallahassee, FL 32301	(850) 402-4046
CVS Pharmacy #07958 90, eRX, P	3644 Coolidge Court Tallahassee, FL 32311	(850) 219-6370
CVS Pharmacy #10482 90, eRX, P	822 W Pensacola St Tallahassee, FL 32304	(850) 841-1049
CVS Pharmacy #16288 90, eRX, P	2120 Apalachee Parkway Tallahassee, FL 32301	(850) 671-2049
CVS Pharmacy #17089 90, eRX, P	3700 Bradfordville Road Tallahassee, FL 32309	(850) 894-3239
Eastwood Pharmacy, Inc. 90, P	1605 East Plaza Drive Tallahassee, FL 32308	(850) 877-7108
Publix Pharmacy #0533 90, eRX, P	6753 Thomasville Road Tallahassee, FL 32312	(850) 668-5706
Publix Pharmacy #0610 90, eRX, P	777 Capital Circle SW Tallahassee, FL 32310	(850) 878-1740
Publix Pharmacy #0782 90, eRX, P	800 Ocala Road Tallahassee, FL 32304	(850) 575-6997
Publix Pharmacy #0852 90, eRX, P	1700 North Monroe Street Tallahassee, FL 32303	(850) 222-8992

Leon County, Tallahassee - Continued

Publix Pharmacy #0857 90, eRX, P	6615 Mahan Dr Tallahassee, FL 32308	(850) 878-5559
Publix Pharmacy #0887 90, eRX, P	3551 Blairstone Road Tallahassee, FL 32301	(850) 219-1301
Publix Pharmacy #1051 90, eRX, P	101 North Blairstone Road Tallahassee, FL 32301	(850) 219-6221
Publix Pharmacy #1306 90, eRX, P	3521 Thomasville Road Tallahassee, FL 32309	(850) 893-1143
Publix Pharmacy #1401 90, eRX, P	3122 Mahan Drive Tallahassee, FL 32308	(850) 402-0808
Publix Pharmacy #1427 90, eRX, P	2111 Capital Circle NE Tallahassee, FL 32308	(850) 523-9857
Publix Pharmacy #1656 90, eRX, P	5678 Capital Cir NE Tallahassee, FL 32303	(850) 782-4766
Publix Pharmacy #1836 90, eRX, P	8462 Bannerman Blvd Tallahassee, FL 32312	(448) 206-6623
Walmart Pharmacy 10-1077 90, eRX, P	3535 Apalachee Parkway Tallahassee, FL 32311	(850) 656-4593
Walmart Pharmacy 10-1223 90, eRX, P	5500 Thomasville Road Tallahassee, FL 32312	(850) 668-0054
Walmart Pharmacy 10-1408 90, eRX, P	4400 W. Tennessee Street Tallahassee, FL 32304	(850) 574-4613
Walmart Pharmacy 10-4427 90, eRX, P	3221 North Monroe Street Tallahassee, FL 32303	(850) 562-2829
Walmart Pharmacy 10-4520 90, eRX, P	4021 Lagniappe Way Tallahassee, FL 32317	(850) 656-7211

Wellpack Pharmacy 90, P	1624 Capital Circle NE Tallahassee, FL 32308	(850) 765-4026
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Leon County, Tallahassee – Continued		
YourRx Patient Pharmacy at Bond CHC 90, P	1720 S Gadsden Street Tallahassee, FL 32301	(850) 521-5112
Liberty County - Bristol		
Buy Rite Drugs 90, eRX, P	11049 NW State Road 20 Bristol, FL 32321	(850) 643-5454
Wakulla County - Crawfordville		
CVS Pharmacy #05069 90, eRX, P	2668 Crawfordville Highway Crawfordville, FL 32327	(850) 926-3541
Walmart Pharmacy 10-3307 90, eRX, P	35 Mike Stewart Drive Crawfordville, FL 32327	(850) 926-2881

Total: 43

PREFERRED PHARMACY - CONTINUED

RETAIL PHARMACIES, INCLUDING CHAIN PHARMACIES

Franklin County - Apalachicola		
Buy Rite Drugs 90, eRX, P	117 Avenue E Apalachicola, FL 32320	(850) 653-8825
CVS Pharmacy #05165 90, eRX, P	139 Avenue E Apalachicola, FL 32320	(850) 653-8737

Gadsden County - Chattahoochee		
CVS Pharmacy #05167 90, eRX, P	12 Decatur Street Chattahoochee, FL 32324	(850) 663-2268
Gadsden County - Havana		
Buy Rite Drugs 90, eRX, P	704 S US Highway 27 Havana, FL 32333	(850) 539-8080
Gadsden County - Quincy		
CVS Pharmacy #03624 90, eRX, P	1208 W Jefferson Street Quincy, FL 32351	(850) 875-3021
Walmart Pharmacy 10-0488 90, eRX, P	1940 Pat Thomas Parkway Quincy, FL 32351	(850) 875-1231
Jefferson County - Monticello		
CVS Pharmacy #04099 90, eRX, P	1390 South Jefferson Street Monticello, FL 32344	(850) 997-4108
Leon County - Tallahassee		
CVS Pharmacy #00710 90, eRX, P	1708 North Monroe Street Tallahassee, FL 32303	(850) 385-6136

Leon County, Tallahassee - Continued

CVS Pharmacy #01256 90, eRX, P	1300 Apalachee Parkway Tallahassee, FL 32301	(850) 877-5168
CVS Pharmacy #03910 90, eRX, P	3479 Thomasville Road Tallahassee, FL 32309	(850) 893-0459
CVS Pharmacy #04024 24HR, 90, eRX, P	5466 Thomasville Road Tallahassee, FL 32312	(850) 893-8116
CVS Pharmacy #04469 90, eRX, P	1819 West Tennessee Street Tallahassee, FL 32304	(850) 576-0147
CVS Pharmacy #04478 90, eRX, P	3831 North Monroe Street Tallahassee, FL 32303	(850) 536-0417
CVS Pharmacy #04639 90, eRX, P	5670 North Monroe Street Tallahassee, FL 32303	(850) 562-9348
CVS Pharmacy #05025 90, eRX, P	1875 Capital Circle NE Tallahassee, FL 32308	(850) 216-2244
CVS Pharmacy #07895 90, eRX, P	3035 Apalachee Parkway Tallahassee, FL 32301	(850) 402-4046
CVS Pharmacy #07958 90, eRX, P	3644 Coolidge Court Tallahassee, FL 32311	(850) 219-6370
CVS Pharmacy #10482 90, eRX, P	822 W Pensacola St Tallahassee, FL 32304	(850) 841-1049
CVS Pharmacy #16288 90, eRX, P	2120 Apalachee Parkway Tallahassee, FL 32301	(850) 671-2049
CVS Pharmacy #17089 90, eRX, P	3700 Bradfordville Road Tallahassee, FL 32309	(850) 894-3239
Eastwood Pharmacy, Inc. 90, P	1605 East Plaza Drive Tallahassee, FL 32308	(850) 877-7108

Leon County, Tallahassee - Continued

Publix Pharmacy #0533 90, eRX, P	6753 Thomasville Road Tallahassee, FL 32312	(850) 668-5706
Publix Pharmacy #0610 90, eRX, P	777 Capital Circle SW Tallahassee, FL 32310	(850) 878-1740
Publix Pharmacy #0782 90, eRX, P	800 Ocala Road Tallahassee, FL 32304	(850) 575-6997
Publix Pharmacy #0852 90, eRX, P	1700 North Monroe Street Tallahassee, FL 32303	(850) 222-8992
Publix Pharmacy #0857 90, eRX, P	6615 Mahan Dr Tallahassee, FL 32308	(850) 878-5559
Publix Pharmacy #0887 90, eRX, P	3551 Blairstone Road Tallahassee, FL 32301	(850) 219-1301
Publix Pharmacy #1051 90, eRX, P	101 North Blairstone Road Tallahassee, FL 32301	(850) 219-6221
Publix Pharmacy #1306 90, eRX, P	3521 Thomasville Road Tallahassee, FL 32309	(850) 893-1143
Publix Pharmacy #1401 90, eRX, P	3122 Mahan Drive Tallahassee, FL 32308	(850) 402-0808
Publix Pharmacy #1427 90, eRX, P	2111 Capital Circle NE Tallahassee, FL 32308	(850) 523-9857
Publix Pharmacy #1836 90, eRX,	8462 Bannerman Blvd Tallahassee, FL 32312	(448) 206-6623
Walmart Pharmacy 10-1223 90, eRX, P	5500 Thomasville Road Tallahassee, FL 32312	(850) 668-0054
Walmart Pharmacy 10-1077 90, eRX, P	3535 Apalachee Parkway Tallahassee, FL 32311	(850) 656-4593

Walmart Pharmacy 10-1223 90, eRX, P	5500 Thomasville Road Tallahassee, FL 32312	(850) 668-0054
Walmart Pharmacy 10-1408 90, eRX, P	4400 W. Tennessee Street Tallahassee, FL 32304	(850) 574-4613
Walmart Pharmacy 10-4427 90, eRX, P	3221 North Monroe Street Tallahassee, FL 32303	(850) 562-2829
Walmart Pharmacy 10-4520 90, eRX, P	4021 Lagniappe Way Tallahassee, FL 32317	(850) 656-7211
Wellpack Pharmacy 90, P	1624 Capital Circle NE Tallahassee, FL 32308	(850) 765-4026
YourRx Patient Pharmacy at Bond CHC 90, P	1720 S Gadsden Street Tallahassee, FL 32301	(850) 521-5112

Liberty County - Bristol		
Buy Rite Drugs 90, eRX, P	11049 NW State Road 20 Bristol, FL 32321	(850) 643-5454
Wakulla County - Crawfordville		
CVS Pharmacy #05069 90, eRX, P	2668 Crawfordville Highway Crawfordville, FL 32327	(850) 926-3541
Walmart Pharmacy 10-3307 90, eRX, P	35 Mike Stewart Drive Crawfordville, FL 32327	(850) 926-2881

Total: 43

PREFERRED PHARMACY

Leon County - Tallahassee		
PHARMACY AT TMH P	1401 MICCOSUKEE RD SUITE 100 Tallahassee, FL 32308	448-209-2010

MAIL ORDER PHARMACY

Total 4

You can get prescription drugs shipped to your home through our network mail order delivery service.

To refill your mail order prescriptions, please contact us 10 to 20 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

Typically, you should expect to receive your prescription drugs within fourteen business days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at 1-833-721-1625 (TTY users: 711), 24 hours a day, seven days a week.

Express Scripts Pharmacy

1-866-529-4917 (TTY users call: (800) 899-2114

24 hours a day, 7 days a week.

www.express-scripts.com

Mail-Meds Clinical Pharmacy

2200 S. Monroe St., Suite 201, Tallahassee, FL

32301 Mon-Fri, 9am-3:30pm

1-239-939-9226

Walgreens Mail Service Pharmacy

1-866-470-9272 (TTY users: 711)

24 hours a day, 7 days a

week www.walgreens.com

HOME INFUSION THERAPY

Total 1

For more information, please see your Evidence of Coverage.

Crescent Healthcare, Inc.

1352 West 15th Street, Suite 8, Panama City, FL 32401

850-873-6888

LONG-TERM CARE PHARMACIES

Total 2

Residents of a long-term care facility may access their prescription drugs covered under our plan through the facility’s long-term care pharmacy or another network long-term care pharmacy.

For more information, please see your Evidence of Coverage.

LEON COUNTY - Tallahassee
Pharmerica 1950 Commonwealth Lane, Tallahassee, FL 32303 850-504-6262 Genoa Healthcare, LLC 2634 Capital Circle NE, Bldg. C, Suite 156, Tallahassee, FL 32308 850-666-5194

INDIAN HEALTH SERVICE / TRIBAL / URBAN INDIAN HEALTH PROGRAM (I/T/U) PHARMACIES

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through our plan’s pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies).

For more information, please see your Evidence of Coverage.

SPECIALTY PHARMACY

Total 2

The pharmacy listed below delivers specialty medications to your door. There are other pharmacies in the previous section of this document in our network that may also be able to provide specialty medications.

Prime Specialty Pharmacy

2354 Commerce Park Drive, Suite 100

Orlando, FL 32819-32869

1-877-627-6337

Hours of operation: 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday

7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday

www.primetherapeutics.com/specialty

Accredo Specialty Pharmacy

1-800-803-2523

Hours of operation: 7:00 a.m. to 10:00 p.m. Central Time, Monday through Friday

7:00 a.m. to 4:00 p.m. Central Time, Monday through Friday

www.accredo.com

Nondiscrimination and Accessibility Notice (ACA §1557)

Capital Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, or sex (including pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes). Capital Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, or sex (including pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes). Capital Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services at one of the numbers listed below. If you believe that Capital Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Capital Health Plan's Compliance and Privacy Officer:

2140 Centerville Place
Tallahassee, FL 32308

Phone: Member Services 850-383-3311, 1-877-247-6512, TTY 850-383-3534 or 1-877-870-8943, Fax: 850-523-7419, Email: memberservices@chp.org. Medicare members or prospective members call 850-523-7441 or 1-877-247-6512 (TTY 850-383-3534 or 1-877-870-8943) 8 am – 8 pm, seven days a week, Oct – Mar and 8 am – 8 pm, Monday – Friday, Apr – Sept. State of Florida members call 1-877-392-1532, 7 am – 7 pm.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Member Services Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights select electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Have a disability? Speak a language other than English? Call to get help for free. 1-877-247-6512, TTY/TDD 850-383-3534 or 1-877-870-8943

Vous souffrez d'un handicap? Vous parlez une autre langue que l'anglais? Appelez pour obtenir une aide gratuite. 1 877 247 6512, Télécopieur/ATME 850 383 3534 ou 1 877 870 8943

Hai una disabilità? Non parli inglese? Chiama uno di questi numeri per chiedere assistenza gratuita: 1-877-247-6512, TTY/TDD 850-383-3534 o 1-877-870-8943

جهاز الاتصال، 1-877-247-6512 هل تعاني من إعاقة؟ هل تتحدث لغة غير اللغة الإنجليزية؟ اتصل للحصول على المساعدة المجانية. أو (TDD/TTY) 850-383-3534، 1-877-870-8943 الهاتف/الهاتف النصي

Haben Sie eine Behinderung? Möchten Sie mit uns in einer anderen Sprache als Englisch kommunizieren? Rufen Sie an, um kostenlos Unterstützung zu erhalten. 1-877-247-6512, TTY/TDD 850-383-3534 oder 1-877-870-8943

¿Tiene una discapacidad? ¿Habla algún otro idioma que no sea inglés? Llame para obtener ayuda gratis. 1-877-247-6512, TTY/TDD 850-383-3534 o al 1-877-870-8943

ها تماس بغيريد. ناتوانی خاصی دارید؟ به زبانی بجز انگلیسی صحبت می کنید؟ برای دریافت کمک رایگان با این شماره

1-877-247-6512 یا DDT/YTT به شماره 850-383-3534 یا 1-877-870-8943

અવગતો છે? ઇંગ્લિશ કરતાં અન્ય ભાષા બોલે છે? બેશુક મદદ મેળવવા કોલ કરો. 1-877-247-6512, TTY/TDD 850-383-3534 અથવા 1-877-870-8943 પર

Ou gen yon andikap? Ou pale yon lang ki pa Anglè? Rele pou jwenn èd pou gratis? 1-877-247-6512, TTY/TDD 850-383-3534 oswa 1-877-870-8943

장애가 있으십니까? 영어가 아닌 다른 언어를 사용하십니까? 전화하십시오. 무료로 도와드립니다. 1-877-247-6512, TTY/TDD 850-383-3534 또는 1-877-870-8943

Jesteś osobą niepełnosprawną? Mówisz w języku innym niż j. angielski? Zadzwoń, aby uzyskać bezpłatną pomoc. 1-877-247-6512, TTY/TDD 850-383-3534 lub 1-877-870-8943

Tem algum tipo de incapacidade? Fala outra língua que não o inglês? Ligue para obter ajuda gratuitamente. 1-877-247-6512, TTY/TDD 850-383-3534 ou 1-877-870-8943

Ваши возможности ограничены по состоянию здоровья? Вы не говорите по-английски? Обратитесь за бесплатной помощью по телефону: 1-877- 247-6512, TTY/TDD 850-383-3534 or 1-877-870-8943

您是残障人士吗？您不会说英语吗？请拨打电话以免免费获取帮助。电话号码：1-877-247-6512；TTY/TDD（听障人士）：850-383-3534 或 1-877-870-8943

Ikaw ba ay may kapansanan? Ikaw ba ay nakakapagsalita ng ibang wika maliban sa Ingles? Tumawag upang makakuha ng libreng tulong. 1-877-247-6512, TTY/TTD 850-383-3534 o sa 1-877-870-8943.

您是否是障礙人士？您是否不會講英語？請撥打電話以取得免費協助。1-877-247-6512，聽障者請使用 TTY/TDD 850-383-3534 或 1-877-870-8943

พิการหรือเปล่า? พูดภาษาอื่นที่ไม่ใช่ภาษาอังกฤษหรือเปล่า? โทรเพื่อขอความช่วยเหลือฟรี 1-877-247-6512, TTY/TDD 850-383-3534 หรือ 1-877-870-8943

Quý vị có khuyết tật? Quý vị nói ngôn ngữ khác mà không phải tiếng Anh? Vui lòng gọi để được trợ giúp miễn phí. 1-877-247-6512, TTY/TDD 850-383- 3534 hoặc 1-877-870-8943

If you have any questions or concerns related to this, please call our Member Services Department, Monday through Friday 8:00 am – 5:00 pm at 850-383-3311 or 1-877-247-6512. Medicare members or prospective members call 850-523-7441 or 1-877-247- 6512 (TTY 850-383-3534 or 1-877-870-8943) 8 am – 8 pm, seven days a week, Oct – Mar and 8 am – 8 pm, Monday – Friday, Apr – Sept. State of Florida members call 1-877-392-1532, 7 am – 7 pm. Capital Health Plan contact information is located on our website: <https://capitalhealth.com/contact>

Approved by Compliance Committee: 8/23/2016; Revised 5/3/17; Revised 11/14/17; Revised 8/21/18; Revised 7/17/19; Revised 2/22/23; Revised 8/22/24; Revised 10/21/24



This pharmacy directory was updated on 05/07/2025. For more recent information, or other questions, please contact Capital Health Plan Member Services at 850-523-7441 or 1-877-247-6512 or, for TTY users, 850-383-3534 or 1-877-870-8943, 8:00 a.m. to 8:00 p.m., seven days a week, October 1 through March 31; and 8:00 a.m. to 8:00 p.m., Monday through Friday, April 1 through September 30. State of Florida members call 1-877-392-1532, 7:00 a.m. to 7:00 p.m. Or, visit www.capitalhealth.com/Medicare.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at www.capitalhealth.com/Medicare. You may also call Member Services for updated provider information.