

Fulfillment Policy

Effective October 7, 2026

POLICY NUMBER	Pharm Op 9.0	SUBJECT	Order Fulfillment
DEPT/PROGRAM	Specialty Pharmacy; Mail Order Pharmacy	EFFECTIVE DATE	10/07/2026
REVIEW / APPROVAL DATE(S)	10/07/2026		
CONSOLIDATES	Pharm Op 2.0 Prescription Intake; Pharm Op 3.0 Labeling, Dispensing, and Packaging; Pharm Op 5.0-A Product Handling, Storage, and Inventory; Pharm Op 6.0-A Procurement and Supply; Pharm Op 8.0 Claims Processing		
APPROVED BY	Nikul Panchal, RPh, BCNP, Pharmacist-in-Charge	COMMITTEE/BOARD APPROVAL	Pharmacy Quality Management Committee
URAC STANDARDS	Pharm – OP – 2, 3, 4, 5, 7, 8, 10	APPLICABLE LINES OF BUSINESS	All

1. Policy

It is the policy of Corexa Pharmacy, LLC (“Corexa Pharmacy”) to fulfill every order accurately, safely, and promptly, from receipt of the order or prescription through payment, dispensing, packaging, and delivery, in accordance with all applicable federal and state laws and regulations, including the laws of Florida and of each state in which Corexa Pharmacy is licensed.

2. Scope

This policy applies to all products dispensed or sold by Corexa Pharmacy, including prescription (Rx) medications and Rx-related products, over-the-counter (OTC) medications, herbal products and dietary supplements, medical food products, and testing supplies, and to orders received through www.corexarx.com, by telephone, fax, mail, electronic prescription, in person, or through referral programs such as the Health Lives Here (HLH) application.

3. Responsibility

Pharmacist-in-Charge, Pharmacist, Pharmacy Technician

4. Order and Prescription Intake

4.1 How Orders Are Received. Corexa Pharmacy receives prescriptions electronically from prescribers (using the NCPDP SCRIPT standard required for electronic prescribing), by fax, by telephone from the prescriber, by mail, in person, or by transfer from another pharmacy, as permitted by law. Non-prescription orders may be placed through the Website or by contacting the pharmacy.

4.2 Patient and Prescriber Verification. As required by Florida law, each patient or caregiver is verified by name, address, and date of birth. Each prescriber’s identity and licensure are verified. Any discrepancy on a prescription is reviewed by the pharmacist and, when necessary, clarified with the prescriber before the order is processed.

4.3 Patient Profile. Corexa Pharmacy maintains a profile for each patient in its pharmacy management system, which includes health history; medication history, including OTC and herbal products; allergies and past sensitivities; health information that may warrant consultation with the prescriber; and documentation of

counseling and drug information provided. The system alerts the pharmacist to high-risk situations, such as pregnancy, drug interactions, and duplicate therapy.

4.4 New Patients. New patients are enrolled in the pharmacy's Patient Management Program and receive a welcome packet describing pharmacy services, how to reach a pharmacist, and their privacy rights.

4.5 Prescription Requirements. Prescription medications are dispensed only upon a valid prescription that meets the requirements of our Terms and Conditions of Use and Sale. A pharmacist may decline or limit any order in the exercise of professional judgment.

5. Payment and Claims Processing

5.1 Insurance Claims. When a patient elects to use insurance, claims are submitted electronically, in real time, to the patient's third-party payer using the National Council for Prescription Drug Programs (NCPDP) Telecommunication Standard Version D.0, the pharmacy claims standard adopted under HIPAA, and any successor version as required by federal law. Claims are transmitted through secure, password-protected, HIPAA-compliant connections. Corexa Pharmacy uses a pharmacy management system whose vendor maintains it in compliance with current NCPDP and HIPAA standards, and installs required updates before applicable compliance deadlines.

5.2 Cash-Pay Orders. For cash-pay orders, the patient's payment method is authorized when the order is placed and is charged only after the pharmacist has verified the order and it is ready to ship. If the patient's cost will differ from the price shown at the time of order, the pharmacy will contact the patient before the order ships.

6. Product Sourcing and Authenticity

6.1 Authorized Sources. As required by federal law, Corexa Pharmacy sources prescription (Rx) products only from authorized trading partners (licensed manufacturers, wholesale distributors, and third-party logistics providers) under the Drug Supply Chain Security Act (DSCSA), to ensure Rx products are authentic and to prevent counterfeit, diverted, or suspect products from entering inventory.

6.2 FDA-Approved Prescription Drugs; No Compounding. With respect to prescription drugs, Corexa Pharmacy dispenses only FDA-approved, manufacturer-labeled products. Corexa Pharmacy does not compound medications.

6.3 Backorders and Shortages. When a medication is backordered or out of stock, the pharmacist will seek supply from other authorized wholesale distributors to avoid interrupting the patient's therapy. If the medication cannot be obtained, the pharmacy will notify the patient, contact the prescriber about an appropriate alternative, or, if no alternative is suitable, coordinate a transfer of the prescription to a pharmacy that has the medication in stock.

7. Storage, Handling, and Inventory

7.1 Storage Conditions. All medications and products are stored according to manufacturer instructions and the storage requirements of USP General Chapter <659> (Packaging and Storage Requirements) and USP General Chapter <1079> (Good Storage and Distribution Practices for Drug Products):

- Controlled room temperature: 20°C to 25°C (68°F to 77°F), with brief excursions between 15°C and 30°C (59°F and 86°F) permitted as allowed by USP
- Refrigerated: 2°C to 8°C (36°F to 46°F)
- Frozen: -25°C to -10°C (-13°F to 14°F)

Room, refrigerator, and freezer temperatures are monitored with calibrated thermometers and documented daily. Any temperature excursion is evaluated by the pharmacist, using manufacturer stability information, before affected product is dispensed; product that cannot be confirmed as stable is quarantined and not dispensed.

7.2 Security. Inventory is kept in a restricted area accessible only to authorized pharmacy personnel. Visitors must be approved by the pharmacist and accompanied by staff at all times. The pharmacy is protected by security cameras and an alarm system and is secured after hours. Controlled substances are stored in a locked safe, separate from other stock, and are monitored and reported as required by federal and state law.

7.3 Inventory Management. The pharmacist reviews inventory daily. Products are checked for expiration monthly and removed up to three (3) months before expiration, and expired or unusable products are quarantined and disposed of through a licensed reverse distributor or waste vendor. Medications subject to an FDA Risk Evaluation and Mitigation Strategy (REMS) are managed by the pharmacist in accordance with REMS requirements.

7.4 Hazardous Drugs. Hazardous drugs are received, stored, and handled in accordance with USP General Chapter <800> and NIOSH guidance, separate from other inventory. Hazardous cleaning supplies are kept in labeled containers separate from medication stock and disposed of properly.

8. Dispensing, Labeling, and Packaging

8.1 Product Selection. The pharmacy team selects each product from inventory and confirms the correct product by matching the National Drug Code (NDC) on the prescription label to the NDC on the product. Quantities are counted or measured precisely, and counting equipment is cleaned between medications to prevent cross-contamination, with dedicated equipment used for medications with a high incidence of allergic reactions.

8.2 Prescription Labels. Each prescription label meets federal and state requirements and includes:

- Patient name and address, and the prescription (Rx) number
- Fill date, discard date, and prescription expiration date, and the dispensing pharmacist's initials
- Drug name and strength, and NDC number
- Complete directions for use, as written by the prescriber, and the prescriber's name
- Corexa Pharmacy's name, address, and telephone number
- Applicable auxiliary and warning labels, as determined by the pharmacist

8.3 Packaging. Medications are packaged to maintain stability and usability. Amber containers are used to limit light exposure. Child-resistant closures are used unless the patient requests otherwise in writing or a child-resistant closure is not appropriate for the medication. Tamper-evident manufacturer packaging is kept intact when medications are dispensed in the original package. Required manufacturer package inserts, FDA Medication Guides, and patient education materials are included with each order.

8.4 Pharmacist Final Verification. Before any order is released, a pharmacist performs a final verification, comparing the labeled product to the prescription order to confirm the correct patient, medication, dose and strength, route of administration, schedule of administration, and quantity. Patients may request counseling from a pharmacist at any time.

8.5 Controlled Substances. Controlled substances are counted at least twice and documented, and Schedule II inventory is reconciled with each dispensing. Corexa Pharmacy does not sell or ship controlled substances through its Website; controlled substance prescriptions are filled only for established patients located in the Central Florida region.

9. Order Processing and Shipping

9.1 Processing Time. Orders are generally processed and shipped within one (1) to two (2) business days after the prescription is verified, any insurance claim is approved, and payment is authorized. Orders verified after 1:00 p.m.

ET or on a weekend or holiday are processed the next business day. Non-prescription orders generally ship within one (1) to two (2) business days.

9.2 Delivery Methods. Orders are fulfilled by one of two methods:

- Local delivery: orders for patients within the pharmacy's local delivery area are delivered by Corexa Pharmacy's own employee delivery drivers or by courier.
- Carrier shipping: all other orders are shipped through FedEx, UPS, or USPS.

9.3 Delivery Area. Prescription (Rx) products are shipped or delivered only to patients located in jurisdictions where Corexa Pharmacy is licensed or authorized to dispense, as listed in our Terms and Conditions of Use and Sale. OTC products, medical foods, and other non-prescription products may be shipped to any address within the United States. Standard carrier delivery generally takes two (2) to five (5) business days after shipment. Corexa Pharmacy does not ship outside the United States.

9.4 Refrigerated and Temperature-Sensitive Products. Refrigerated and temperature-sensitive products are packed in validated insulated packaging with appropriate refrigerants designed to maintain the manufacturer's labeled storage range (for refrigerated products, 2°C to 8°C / 36°F to 46°F, consistent with USP <659> and USP <1079>) for the expected transit time. These products are shipped by overnight or two-day service and scheduled to avoid weekend or holiday transit when possible. Refrigerated products sent by local delivery are transported in insulated packaging that maintains the same range.

9.5 Shipping and Delivery Fees. Carrier shipping fees are calculated at checkout based on standard carrier rates and are shown before the order is placed. Local delivery by Corexa Pharmacy's employee drivers or courier is free of charge.

9.6 Tracking and Notifications. A tracking number is provided by email or text message when each order ships. A signature may be required for certain shipments. The pharmacy will notify the patient and, when appropriate, the prescriber of any delay.

9.7 Continuity of Therapy. If a shipment is delayed or lost, the pharmacist will take steps to prevent a gap in therapy, which may include expedited replacement, coordinating an emergency supply, or transferring the prescription to a local pharmacy.

10. Delivery Exceptions, Cancellations, and Returns

Cancellations, replacements, refunds, and returns are handled as described in our [Shipping Protocols and Returns Policy](#). In summary: orders may be cancelled at no charge before they leave the pharmacy; dispensed products cannot be returned once they have been delivered or shipped; and Corexa Pharmacy will replace or refund orders affected by a pharmacy error, damage, temperature excursion, loss in transit, or recall. How an undelivered order is handled depends on whether it was shipped by a carrier or delivered locally by a Corexa Pharmacy employee:

10.1 Carrier Shipments (Never Returned to Stock). Once an order is handed to FedEx, UPS, USPS, or any other third-party carrier or courier, it has left the pharmacy's custody and the pharmacy can no longer confirm how it was stored or handled. Any carrier or courier shipment that comes back to the pharmacy as undeliverable, refused, or returned is quarantined, logged, and disposed of in accordance with pharmacy destruction procedures, and is never returned to saleable inventory. The pharmacy will contact the patient to arrange reshipment.

10.2 Local Delivery by Pharmacy Employees (Return to Stock Permitted). Local deliveries made by Corexa Pharmacy's own employee (W-2) delivery drivers remain in the continuous custody and control of the pharmacy from the time they leave the pharmacy until they are handed to the patient or returned. If a local delivery attempt is unsuccessful, the order is brought back to the pharmacy the same day and held for up to fourteen (14) days while the pharmacy contacts the patient to arrange pickup or redelivery. If the patient does not make

arrangements within fourteen (14) days, the product may be returned to stock only if the pharmacist confirms that:

- the order remained in the custody of a Corexa Pharmacy employee at all times and was never left at the delivery address or handed to the patient or any other person;
- the packaging is sealed and intact and shows no evidence of tampering;
- temperature-sensitive products were kept within the manufacturer's labeled storage range (for refrigerated products, 2°C to 8°C / 36°F to 46°F) throughout the delivery attempt;
- the product has at least three (3) months remaining before its expiration date; and
- any insurance claim has been reversed within the time required by the payer (generally no later than fourteen (14) days after the claim was submitted), and any payment collected has been refunded to the original payment method.

Products that do not meet every condition above are quarantined and disposed of and are not returned to stock. Return-to-stock activity is documented with the date, prescription number, product, lot number, and reason, and is verified by the pharmacist.

10.3 Why the Two Differ. The difference is custody. An order delivered by a pharmacy employee never leaves the pharmacy's control, so the pharmacist can verify its integrity and storage conditions. An order shipped by a carrier or delivered by a third-party courier leaves the pharmacy's control, so its integrity cannot be verified and it is never returned to stock.

11. Emergencies and Disasters

During an emergency or disaster, Corexa Pharmacy will make every effort to continue serving patients. When safe delivery is not possible, pharmacy staff may access the pharmacy system remotely, transfer prescriptions to an alternate or temporary pharmacy location, contact prescribers to modify therapy or send a new prescription to an alternate pharmacy, and, where a life-threatening situation exists, contact local emergency or disaster service organizations for assistance, all in accordance with federal and state law.

12. Quality Monitoring

Corexa Pharmacy monitors the accuracy and timeliness of intake, dispensing, packaging, and shipping daily, documents and resolves any issues, and reports fulfillment and dispensing quality measures to the Pharmacy Quality Management Committee on a quarterly basis.

13. Contact Us

Corexa Pharmacy, LLC

354 Eagles Landing Drive, Lakeland, FL 33810

Toll-Free: 844-277-4276 | Phone: 727-896-0001 | Fax: 727-896-0002

Email: support@corexarx.com | Website: www.corexarx.com

Hours: Monday–Friday 9:00 a.m.–5:00 p.m. ET; Saturday 9:00 a.m.–1:00 p.m. ET

Pharmacist on call 24/7 for urgent medication-related questions