
Community Memorial Pharmacy

Frequently Asked Questions

What insurances does Community Memorial Pharmacy accept?

All insurances are accepted except Tricare, Seaview, and Kaiser Permanente.

Can I walk in and use Community Memorial Pharmacy as my normal pharmacy?

Yes. Our pharmacy is a full retail pharmacy that can be used by anyone who needs medications filled. Ask your doctor to fill your prescriptions with us.

Does Community Memorial Pharmacy participate with Good Rx?

No. Not at this time.

How can I access the free same-day delivery service?

Free same-day delivery is available to patients of Community Memorial Health Centers. Prescription orders must be placed no later than 12:00 pm. Orders received after 12:00 pm will go out for delivery the following day.

All other residents have access to same-day delivery for a nominal fee of \$7.

Routine/maintenance medications not needed urgently will be sent via USPS at NO CHARGE for all.

Community Memorial Health Centers are located conveniently throughout Ventura County. To find a Health Center near you, visit mycmh.org/centers.

How do I pay my co-pay for home delivery?

Co-pays can be paid by phone with a credit or debit card. Call 805-948-5175, option 3 to speak to pharmacy personnel. Payment must be received prior to delivery.

What if my prescription is sent by my doctor after the cut-off time (12:00 pm) for same-day delivery?

The prescription will be delivered the next day.

Do I need to be home and sign for my delivery?

Controlled substances, liquid/refrigerated, and very expensive medications require a signature at the time of delivery. Other medications do not require a signature.

What happens to the medication if someone is not home at the time of delivery?

If a delivery requires a signature which cannot be completed, medications will be returned to Community Memorial Pharmacy. Delivery will be re-attempted the following day between 2:00 pm – 6:00 pm.

Who do I call if I have a question or if there is an issue?

Call 805-948-5175 and selection option 3 to speak to pharmacy personnel.

If I have a procedure scheduled at Community Memorial Same Day Surgery, can I have my prescription(s) delivered there?

Yes. Please notify our same-day surgery staff of your prescriptions so that they can coordinate delivery with Community Memorial Retail Pharmacy.

Does the Specialty Pharmacy have different business hours?

Yes. The Specialty Pharmacy is open Monday – Friday, 8:30 am – 5:00 pm. The location is the same.

How can I call the Specialty Pharmacy?

The Specialty Pharmacy phone number is 1-844-236-8311. You can reach a pharmacist 24/7 for specialty medications using this phone number.

Do Specialty Pharmacy medications require prior authorization?

Yes. All Specialty Pharmacy medications require prior authorization. Our pharmacy staff will work with insurance companies to complete this for you.

Is Community Memorial Pharmacy a compounding pharmacy?

No, we are not a compounding pharmacy.