

Overview of MassMedLine services

Website: www.massmedline.com

Toll-Free Help Line: 1.866.633.1617

Hours: Monday–Friday, 8 a.m.–6 p.m.

Since 2001, MCPHS, under contract with the Massachusetts Executive Office of Elder Affairs, has operated the MassMedLine pharmacy outreach program—a free, confidential service available to all Massachusetts residents.

Callers to the toll-free help line and visitors to the web site and walk-in center are evaluated for eligibility in the many affordable prescription drug programs available, then guided through the enrollment process.

MassMedLine’s staff of trained case managers and licensed pharmacists:

- Educate and counsel patients about their medications
- Inform patients about available insurance plans and private, state and federal programs that provide free, low cost or discounted medications (including the Medicare Drug Benefit and various patient assistance programs sponsored by members of the pharmaceutical industry)
- Evaluate patients for eligibility in appropriate programs
- Assist patients through the enrollment process
- Follow up and monitor patients, providing a comprehensive medication therapy management evaluation

MassMedLine conducts statewide outreach events to increase awareness of the services provided and participates in presentations on general health and disease related topics. Community programs are available and can be scheduled through the toll-free help line.

Got Prescription-Related Questions?

Go ahead...
...just ask.

MassMedLink
to Health

MassMedLine

25 Foster Street, Worcester, Massachusetts

MassMedLink to Health

MassMedLine

Your direct line to prescription medication information and assistance programs

Helpline 866.633.1617

Walk-in Center open Monday–Friday, 8 a.m.–6 p.m.
25 Foster Street, Worcester

Interpreter Services Available

- Learn more about the medications you are taking.
- Work with case managers to find coverage options that will help you access your medications.
- Get the help you need to apply and enroll in a prescription coverage program for which you qualify.
- Receive a complete review of your medications and follow-up support from experienced pharmacists through MassMedLine's Medication Management Service.
- Attend or schedule an educational program in your community.

MassMedLink to Health

Your direct link to information about managing your medical conditions

24-Hour Toll-Free Information Line (available in English or Spanish)
1.866.633.6799

- Listen to pre-recorded educational messages and medication safety tips for specific conditions, including asthma and other respiratory diseases, diabetes, hypertension and high cholesterol.
- Discuss your concerns with MassMedLine pharmacists from the privacy and comfort of your own home or cell phone
- Download a print version of the recorded information from the MassMedLine website.

Interactive E-mail

- E-mail MassMedLine pharmacists with medication-related questions and receive well-researched responses.
- Ask your questions via e-mail, at your convenience, from anywhere that has an Internet connection.
- Access this option directly by clicking on "Ask the Pharmacist" from www.massmedline.com.

MassMedLine

Individualized Information Just for You • Informative

Toll free Help Line: 1.866.633.1617

Helping with the medications YOU need

• Safety • Compliance • Costs

A public Service Project of the Massachusetts College of Pharmacy and Health Sciences and the Massachusetts Executive Office of Elder Affairs

MassMedLink to Health

Individualized Information Just for You • Interactive

Toll free: 1.866.633.6799

Listen to educational messages and medication safety tips at your convenience.

Ask The Pharmacist your questions from anywhere we get the internet: **www.massmedline.com**

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