

## IMPORTANT INFORMATION

### ➤ **Patient Management Program**

- As a patient of our specialty pharmacy program, we monitor your medications and progress through a disease specific patient management program.
- The Patient Management Program which provides benefits such as managing side effects, increasing compliance to drug therapies and overall improvement of health when the patient is willing to follow directions and is compliant to therapy.
- Limitations of the program can be self-reporting, and participation.
- If you wish to opt out of the program, please call and speak to our pharmacy staff.

### ➤ **Co-Pay Assistance and Payment**

- Before your care begins, a staff member will inform you of the financial obligations you incur that are not covered by your insurance or other third-party sources.
- These obligations include but are not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, annual and lifetime co-insurance limits and changes that occur during your enrollment period.
- This co-payment is due at the time of shipping or pickup. We accept Visa®, MasterCard®, American Express®, and Discover®. We can maintain your credit card information on file in a secured environment.
- We have access to financial assistance programs to help with co-payments and ensure no financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you in enrollment into such programs.

### ➤ **Insurance Claims**

- We will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue. There may be financial obligations if your health benefit plan is an out of network pharmacy, if that happens the organization will provide notice of this in writing.

### ➤ **Refills**

- You will be contacted by a team member 5-7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a medication access coordinator or pharmacist to process your refill requests. If needed, we will assist you with a process to refill a prescription which would otherwise be limited by your prescription benefit plan.

### ➤ **Prescription Transfers**

- If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
- If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to the appropriate pharmacy of your choice. Please call us.

### ➤ **Adverse Drug Reactions**

- If you are experiencing adverse effects to the medication, please contact your prescriber or the Pharmacy as soon as possible

### ➤ **Drug Substitution Protocols**

- Our Pharmacy will always use the most cost-efficient option for you. From time to time it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication at your or your prescriber's request.
  
- **Proper Disposal of Sharps**
  - Place all needles, syringes, and other sharp objects into a sharps container. This will be provided by the Pharmacy if you are prescribed an injectable medication.
  
- **Proper Disposal of Unused Medications**
  - For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
    - <http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>
    - <http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm>
    - [RXdrugdropbox.org](http://RXdrugdropbox.org)
  
- **Drug Recalls**
  - If your medication is recalled, the specialty pharmacy will contact you, with further instructions, as directed by the FDA or drug manufacturer.
  
- **Emergency Disaster Information**
  - In the event of a disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication. This will ensure your therapy is not interrupted.
  
- **Concerns or Suspected Errors**
  - We want you to be completely satisfied with the care we provide. If you or your caregiver have any issues, please contact us directly and speak to one of our staff members. Patients and caregivers can do so by phone, fax, writing, or email. We will address your concern within 5 business days.
    - URAC Complaint Info
      - Website: <https://www.urac.org/complaint/>
      - Email Address: [grievances@urac.org](mailto:grievances@urac.org)
    - ACHC Complaint Info
      - Website: <http://achc.org/contact/complaint-policy-process>
      - For further information, you may contact ACHC toll-free at (855) 937-2242 or 919-785-1214 and request the Complaints Department
    - Alabama State Board of Pharmacy
      - Website: <https://albop.com/ContactUs.aspx>
      - Telephone: 205-981-2280
      - Compliant Form: [https://igovsolution.net/albop\\_online/online\\_complaints/onlinecomplaints.aspx](https://igovsolution.net/albop_online/online_complaints/onlinecomplaints.aspx)