

Emory Specialty Pharmacy

Patient Welcome Packet



This packet includes important information.
Please keep it in a safe place.

EMORY
HEALTHCARE

Specialty Pharmacy



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Welcome to Emory Specialty Pharmacy

We look forward to partnering with you on your complex health condition. As a patient of Emory Specialty Pharmacy, you will receive services beyond the traditional retail model that include refill reminders, and regular check ins about your medications and how they are working for you. We also offer services related to financial help, including enrollment into medication assistance programs and foundations, if needed.

We designed our services specifically to assist patients like you who are taking specialty medications that can be costly and complicated. To make this time in your life smoother, our staff is dedicated to providing you with personalized services to ensure you benefit from your therapy.

Our services include:

- Individualized clinical monitoring from a team of specialty-trained clinical pharmacists who work directly with your provider to optimize your care
- Free, on time and safe home delivery or pick-up of your medications
- An after-hours clinical support line for urgent questions on your medications 365 days a year including holidays
- Prescription insurance benefits investigation, prior authorization and medication assistance support to help you receive your medications at an affordable price and in a timely manner
- Reminders for when it is time to refill your medication(s)

We look forward to working with you and providing the best service possible. We know you have many options, and we thank you for choosing Emory Specialty Pharmacy.

About Emory Specialty Pharmacy

MISSION

To deliver exceptional patient-centered, evidence-based pharmacy services consistently for every patient through collaborative integration of leadership, innovation, research and education.

VISION

To pursue excellence in pharmacy practice through foresight into evolving care models, innovative practices and optimizing outcomes for our health care community.

VALUES

In alignment with Emory Healthcare's core values, the Emory Specialty Pharmacy team is committed to:

- Social Responsibility
- Compassion
- Integrity
- Partnership



Contact Us

PHONE & HOURS OF OPERATION

404-686-5020 or toll-free at 833-315-0915
8 a.m. – 5 p.m.
Monday through Friday

PHONE

For after hours medication related clinical questions, please call the number above and follow the prompts to leave a message. A specialty pharmacist will respond within 30 minutes to help you with your concerns. For emergencies, always call 911

HOW ARE WE DOING?

We value our patients and your opinions. Please take a few minutes to complete this survey which represents an important step in our journey to service excellence. Scan the QR code for the survey or visit the link below.

emoryhealthcare.org/pharmacy/specialty-pharmacy



HOLIDAYS EMORY SPECIALTY PHARMACY IS CLOSED

- New Year's Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Martin Luther King, Jr. Day
- Independence Day
- Friday after Thanksgiving
- Christmas Day

A licensed pharmacist is available by phone after hours for your emergency pharmacy needs.

Services Offered

GETTING STARTED

The decision has been made to start you on a specialty medication. We know this time can be stressful and full of complex decisions. As experts of medications, our goal is to help take some of the stress off of you. Your prescription has already been sent to our pharmacy; however, prior to receiving and starting your medication, a few things will need to be done.

INSURANCE NAVIGATION

Our team will contact your insurance company to request coverage of the medication. This process is called a "prior authorization" or "PA" and typically takes 2-3 business days to complete, but may be longer depending on your insurance or medication.

COLLABORATION WITH YOUR PHYSICIAN

In addition to having expert knowledge of your condition and medications, our clinical pharmacists work directly with your care team to understand your care plan.

ACCESS TO EXPERTS FOR CLINICAL SUPPORT AND REGULAR FOLLOW UP

Our clinical pharmacists are trained to provide complete therapy management of your specific condition. We will reach out to you to discuss your new medications and are available throughout your treatment period to answer any questions or address any concerns.

MEDICATION ASSISTANCE

Despite your insurance company approving your medication, often times your copayments or coinsurance may remain high. We will research available medication assistance programs that may help lower your drug therapy cost.

PRESCRIPTION DELIVERY

For patients who live within a 50-mile radius of our pharmacy, we utilize a local courier service to deliver your medication to a location of your choosing.

For patients outside of the 50-mile range, we will ship all medications overnight via FedEx.

Delivery is free and on-time. Our team will ensure your medications will be kept safe and secure throughout the process.

PRESCRIPTION PICK UP

If you would rather come to the pharmacy to pick up your medication(s), we can work with you to schedule that as well. We have outpatient pharmacies at Emory University Hospital Midtown and Emory University Hospital. Please coordinate this pick up with us ahead of time to ensure your medications are available and ready.

REFILL REMINDERS

We will notify you to remind you when your refills are due in order to prevent a delay in your therapy.

Obtaining Medication

FREE DELIVERY

If you live in the state of Georgia, we offer free delivery of your medication(s) to your home or to an alternative location. We also include other supplies such as a sharps container, as requested.

We coordinate all refills to make sure that you or an adult family member is available to receive the delivery.

If your medication requires refrigeration, we have a validated delivery process with our couriers to ensure your medication is stored at appropriate temperatures. Upon receipt of medication, please be sure to refrigerate your medication immediately.

If the package is damaged, please call us at 404-686-5020.

HOW TO FILL A PRESCRIPTION

A specialty pharmacy staff member will notify you before your medication is due for a refill to check your progress and to determine the delivery of your next refill. If you have any questions or need assistance, please call 404-686-5020 during normal business hours.

TRANSFER OF CARE

Some insurances require you to fill your medication(s) at a certain pharmacy. If you can no longer obtain your specialty medication through Emory Specialty Pharmacy, a pharmacist will transfer your prescription to an eligible pharmacy. We will inform you of this transfer of care.

If you no longer want to fill your medication(s) through Emory Specialty Pharmacy, please contact us, and we will transfer your prescription to your preferred pharmacy.

PATIENT MANAGEMENT PROGRAM

As a patient, we monitor your medications and progress through a disease specific patient management program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies and overall improvement of your health. This service is provided to you at no cost and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt out.

Please understand we support you on this journey and ask you follow your provider's instructions, respond to our outreach calls, take your medication on time, and provide accurate health information to your care team.

Billing and Payment Process

INSURANCE CLAIMS

Emory Specialty Pharmacy 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, so we can work together to resolve the issue.

COPAYMENTS & COINSURANCE

You may be required to pay a part of your medication cost called a copayment or coinsurance. If you have a copayment, it must be paid prior to delivery or pick-up. We accept all major credit-card carriers as well as Health Savings Account (HSA) cards. We do not accept cash at this time. We can maintain your credit card information on file in a secured environment (this is optional).

PAYMENT POLICY

Before your care begins, a staff member will inform you of your financial obligations 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, copayments, coinsurance and annual out-of-pocket limits. This will be evaluated upon every fill of your specialty medication. If, based on your health benefit plan, Emory Specialty Pharmacy is an out-of-network pharmacy, we will provide you with the cost of your medication in writing.

MEDICATION ASSISTANCE

We have access to medication assistance programs to assist with copayments and to lessen financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. Our team will work with you to identify enrollment opportunities into these programs.

Tips for Success

Emory Specialty Pharmacy is here to help you get the most out of your medication. Below are a few tips that can help you achieve the best results from the therapy prescribed to you:

1. FOLLOW YOUR DOCTOR'S INSTRUCTIONS

The patient management program is optimized when the patient is willing to follow directions as prescribed by your doctor and is compliant to therapy. This includes taking the right dosage at the right time and for the prescribed length of therapy.

2. ASK QUESTIONS

Educating yourself on the medications you are taking and the disease for which you are being treated is a very important part of dealing with the changes you are experiencing. Ask your doctor or pharmacist for any other educational resources specific to your condition.

3. CALL US

If you have any unanswered questions or need any further support, call us at any time, day or night. Our pharmacists are here to help you!

Please call Emory Specialty Pharmacy at 404-686-5020 for more details.

HELPFUL QUESTIONS TO ASK YOUR PHARMACIST:

- What is my medication supposed to do?
- How and when do I take it?
- For how long should I take it?
- Should I avoid alcohol or any foods?
- Can I take other drugs with my medication?
- Should I expect any side effects?
- What should I do if I forget to take my medication or take it incorrectly?
- Is it safe to become pregnant or breastfeed while taking this medication?
- How should I store my medications, and how long can I keep them?

Frequently Asked Questions

WHAT IS A SPECIALTY PHARMACY, AND WHY DO I NEED ONE?

The medication(s) you have been prescribed requires special storing, handling and education. A specialty pharmacy, such as Emory Specialty Pharmacy, is designed to help educate patients on their specific medication(s) but also work with their providers to ensure successful outcomes. In addition to clinical and educational expertise, Emory Specialty Pharmacy has a team of specialists dedicated to ensure you receive your medication at an affordable price and in a timely manner.

HOW DO I CONTACT THE SPECIALTY PHARMACY?

You may call us at 404-686-5020 to speak to a specialty pharmacy employee, or ask to speak to a pharmacist at your next clinic visit.

HOW DO I ORDER REFILLS?

Our clinical pharmacists work directly with the pharmacy to authorize your prescription refills protectively based on safety and adherence monitoring. A specialty pharmacy team member will call you before your medication(s) is/are due for refill. If you are running low on medication or needing an early refill please feel free to call us.

WHEN SHOULD I CONTACT THE SPECIALTY PHARMACY?

You should call Emory Specialty Pharmacy if:

- Your address, telephone number or insurance information has changed
- You have any questions regarding the status of your prescription
- You have concerns regarding how to take your medication
- If you suspect an error or delay in delivery or dispensing has occurred
- If you suspect your medication has been recalled by the FDA

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs including:

- Working with another specialty pharmacy to get your medication(s) delivered
- Helping you get access to medication(s) during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support

HOW MUCH WILL MY MEDICATION COST?

Your copayment will vary based on your insurance plan. We will tell you this amount after we have processed your prescription and before we ever charge your account.

Frequently Asked Questions

WHAT IF I CANNOT AFFORD MY MEDICATION?

Some patients are eligible for medication assistance through drug companies or other foundations. Emory Specialty Pharmacy has a team dedicated to reviewing options available to you and helping you enroll into these programs. Please let a pharmacy staff member know if you are having trouble affording the medication, as we have a trained medication assistance team ready to help you out.

We have staff dedicated to working with your insurance company and your provider to obtain coverage for your medication. If the medication is not approved through your insurance company, despite these efforts, we will inform your physician who will discuss other options with you.

DOES THE EMORY SPECIALTY PHARMACY HAVE ACCESS TO ALL SPECIALTY MEDICATIONS?

Emory Specialty Pharmacy has access to most specialty medications. If we do not have access to the medication you need, we will work with you to transfer your care to the appropriate pharmacy.

WHAT IF I DO NOT HAVE PRESCRIPTION INSURANCE?

Some drug companies offer a free drug program. If it is available, we have a team of individuals who can help you enroll in the program.

WHAT SHOULD I DO IF I HAVE A REACTION TO MY SPECIALTY MEDICATION?

If it is a serious or life-threatening event, call 9-1-1 or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Specialty Pharmacy at 404-686-5020 or your prescribing physician.

HOW DO I DISPOSE 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:

- prescriptiondrugdisposal.com
- fda.gov

Frequently Asked Questions

WHERE DO I REPORT COMPLAINTS OR GRIEVANCES?

Any complaint or incident can be reported to our pharmacy staff directly by calling the pharmacy. If you believe your privacy rights have been violated, you may also file a complaint by writing to:

Chief Privacy Officer at Emory Healthcare

101 W. Ponce de Leon Avenue
2nd Floor, Suite 242
Decatur, GA 30030

or call 404-778-2757

You may also file a complaint directly with the
Secretary of the Department of Health and Human Services
hhs.gov/ocr/privacy/hipaa/complaints

or

Georgia Board of Pharmacy

gbp.georgia.gov

You will not be penalized for filing a complaint.



Patient Safety

ADVERSE DRUG REACTIONS

If it is a serious or life-threatening event, call 9-1-1, or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Specialty Pharmacy at 404-686-5020 or your prescribing physician, directly.

POISONING

Keep all hazardous materials, liquids and medications out of the reach of children. Know your local poison control number or dial 800-222-1222 if a poisoning or suspected poisoning occurs.

DISPOSAL OF SHARP OBJECTS

Place all needles, syringes and other sharp objects into a sharps container. This will be provided upon request by Emory Specialty Pharmacy if you are prescribed an injectable medication. You may also check the following website for additional information: safeneedledisposal.org

PROPER DISPOSAL OF UNUSED MEDICATIONS

For instructions on how to properly dispose of unused medications, please refer to page 14 of this packet.

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.

PATIENT COMPLAINTS AND SUSPECTED ERRORS

We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services rendered or any other issues related to your order, please contact us directly, and speak to one of our staff members.

Patients and caregivers have the right to voice complaints and/or recommendations on services to the pharmacy.

DRUG SUBSTITUTION PROTOCOLS

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 team member will contact you prior to delivering the medication to inform you of the substitution.

Patient Safety



DRUG FACTS

For current drug facts on most medicines prescribed today, visit the National Library of Medicine:
dailymed.nlm.nih.gov/dailymed/index.cfm

For specifics about your disease state or your medication, please visit the following websites:

CROHN'S/COLITIS: crohnsandcolitis.com

HEPATITIS B/C: liverfoundation.org

MULTIPLE SCLEROSIS: nationalmssociety.org

ONCOLOGY/HEMATOLOGY:
cancer.gov/publications/patient-education

RHEUMATOLOGY: rheumatology.org

CARDIOLOGY:
amyloidosisupport.org/support_groups/georgia_alabama.html

amyloidosis.org

thefhfoundation.org/

heart.org

DERMATOLOGY: dermatologyfoundation.org

PULMONOLGY: cff.org

ASTHMA/ALLERGY: aaafa.org/

Patient Rights

AS A PATIENT OF EMORY SPECIALTY PHARMACY, YOU HAVE THE RIGHT:

- To select who provides you with pharmacy services
- To receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap
- To be treated with friendliness, courtesy and respect by each and every individual representing our pharmacy
- To assist in the development and preparation of your plan of care that is designed to satisfy, as best as possible, your current needs including management of pain
- To be provided with adequate information from which you can give your informed consent for commencement of services, the continuation of services, the transfer of services to another health care provider or the termination of services
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans
- To know about the philosophy and characteristics of the Patient Management Program
- To have personal health information shared with the patient management program only in accordance with state and federal law
- To identify the program's staff members and their job title and to speak with a staff member's supervisor if requested
- To speak to a health care professional
- To receive administrative information regarding changes in or termination of the Patient Management Program
- To receive treatment and services within the scope of your plan of care, promptly and professionally while being fully informed as to our pharmacy's policies, procedures and charges
- To request and receive data regarding treatment, services or costs thereof, privately and with confidentiality
- To be given information as it relates to the uses and disclosure of your plan of care
- To receive instructions on handling drug recall
- To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; that information will only be shared with the Patient Management Program in accordance with state and federal law
- To receive information on how to access support from consumer advocate groups
- To receive pharmacy health and safety information to include consumer's rights and responsibilities

Patient Responsibilities

AS A PATIENT OF EMORY SPECIALTY PHARMACY, YOU HAVE THE RESPONSIBILITY:

- To provide accurate and complete information regarding your past and present medical history and contact information and any changes
- To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments
- To participate in the development of your treatment plan
- To communicate whether you clearly comprehend the course of treatment and plan of care
- To comply with the plan of care and clinical instructions
- To accept responsibility for your actions if refusing treatment or not complying with the prescribed treatment and services
- To respect the rights of pharmacy personnel
- To notify your physician and the pharmacy with any potential side effects and/or complications
- To notify Emory Specialty Pharmacy via telephone when medication supply is running low so refill may be delivered to you promptly
- To submit any forms that are necessary to participate in the program to the extent required by law
- To give accurate clinical and contact information and to notify the Patient Management Program of changes in this information
- To notify your treating provider of your participation in the patient management program, if applicable





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