

## **Welcome to HCMC Specialty Pharmacy Services Pharmacy!**

Our team will work closely with you and your providers to help you succeed on your new therapy. This welcome packet will review many of the services we offer as your specialty pharmacy and as part of HCMC Specialty Pharmacy Services Pharmacy.

Our services are designed to help you achieve the most benefit from your therapy including:

- Individualized care
  - You will have access to a team of specialty-trained pharmacists and pharmacy staff members who are experienced in your condition.
- Benefit Investigation and Financial Support
  - We will work with your insurance company on getting your medications approved and will research various financial assistance programs available to you that may lower your out-of-pocket costs.
- Free shipping with safe, on-time delivery
  - The Pharmacy will schedule and quickly ship all your specialty medications – even those that need special handling, such as refrigeration.
- Support anytime, 24/7
  - Pharmacists are available 24 hours a day, 7 days a week including holidays and weekends to answer all your questions pertaining to your medications and condition.
- Refill reminders
  - The Pharmacy will contact you regularly to schedule your next refill and see how your therapy is progressing.

We strive to fulfill your needs with complete satisfaction. Periodically, you may be asked to fill out a patient satisfaction survey via text or email. Please consider taking a few moments to tell us how we are doing. We value and appreciate your feedback.

Thank you for choosing us as your specialty pharmacy and welcome to The HCMC Specialty Pharmacy Services!

Sincerely,  
The HCMC Specialty Services Pharmacy Team

**Folder Contents:**

- ◆ Welcome Packet
- ◆ CMS DMEPOS Supplier Standards
- ◆ Communication and Complaint Log
- ◆ Patient Health Care Bill of Rights and Responsibilities – Pamphlet
- ◆ Notice of Privacy Practices – Pamphlet
- ◆ Health Care Directive – Pamphlet
- ◆ Assignment of Benefits – **Requires Signature**
- ◆ DMEPOS Equipment Warranty – **Requires Signature**

## **CONTACT INFORMATION**

### **Hours of Operation:**

- Monday – Friday, 7 am to 5:00 pm
- Saturday and Sunday, Closed
- The Pharmacy will be closed on the following holidays:
  - New Year's Day
  - MLK
  - Memorial Day
  - July 4th
  - Labor Day
  - Thanksgiving Day
  - Christmas Day

### **Contact Information:**

- Local: 612-873-2070
- After hours: 877-993-3344
- Fax: 612-873-3312
- Email: [hhsspecialtypharmacy@hcmed.org](mailto:hhsspecialtypharmacy@hcmed.org)
- Website: [Hennepin Healthcare.Org/Pharmacy](http://HennepinHealthcare.Org/Pharmacy)
- Address: Purple Building Level 1 716 South 7<sup>th</sup> Street Minneapolis, MN 5415

### **When You Should Contact Us:**

- If you have questions or concerns about your medication(s)
- If you suspect a reaction or allergy to your medication(s) or other issues
- If you are having an adverse drug event
- To report a possible medication error
- If a change has occurred in your medication(s) usage
- If your contact information or delivery address has changed
- To obtain an order status or report a delivery delay
- If your insurance information or payment source has changed
- To check the status of your order, discuss an order delay or reschedule your delivery
- To receive claims related information
- To get a refill of your prescription
- To ask about pricing options or savings programs for your medication(s)
- To have a prescription transferred

## **IMPORTANT INFORMATION**

- **Patient Management Program**

- The HCMC Specialty Pharmacy Services Patient Management Program assists our patients to achieve the best outcomes from their specialty medication therapies. We help the patient and provider manage costs. We offer a patient-centered approach based on evidence-based practices for each of the disease processes under the supervision of a pharmacist and trained competent staff to provide the highest quality of care possible. The plan of care is developed on evidence-based standards of care and best practice. Evidence-based health information and content for common conditions, diagnoses and treatment diagnostics and interventions are available to patients, prescribers, or providers upon written or oral request.
- All patients are automatically enrolled in the Patient Management Program. By participating in this program, you will receive an initial assessment by a pharmacist who will teach you how to effectively take your medication (frequency, route, and dose), inform you of any potential side effects, check for any drug-drug or drug-disease interactions, drug allergies, and to help alleviate any concerns. For clinical questions related to your medications, diagnosis, or plan of care, pharmacists are available to you 24 hours a day, 7 days a week for an availability of 365 days a year by calling 612-873-2070 or 877-993-3344 or in person during our regular business hours.
- Patient Management Program benefits include:
  - Improved knowledge of medication uses and administration.
  - Improved medication compliance by creating an individualized plan of care tailored to you.
  - Advise on managing potential side effects.
  - Greater self-management of medications and medical condition
- If you wish to opt-out, feel free to let us know anytime. You can opt-out and still receive refill reminder calls.

- **Financial Information**

- Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, copays, and coinsurance.
- We will submit claims to your health insurance carrier and if your claim is denied, a staff member will notify you so that we can work together to resolve the issue. We will inform you of whether the pharmacy is in or out of network.
- We will provide you with the cash price of the medication upon request.
- Our team has access to financial assistance programs to address financial barriers to starting your medication(s). These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will coordinate with you to provide guidance with enrollment into such programs, when available.

- **Obtaining Your Prescriptions - Delivery or Pick Up**
  - You have the option of picking up your medications or having them delivered for free to a safe location of your choice. Protecting your health information is one of our top priorities so your medications will only be released to someone you have authorized. You or someone you authorize can conveniently walk-in Monday-Friday. Please refer to our hours of operation.
  - Please open your order and review the contents immediately after you receive them to ensure your order is correct and complete. We encourage you to store your medication(s) in the proper way as soon as possible. Please contact us at 612-873-2070 or 877-993-3344 within one business day to report missing or damaged contents.
  
- **Obtaining Refills**
  - Prescription refills are easy with HCMC Specialty Pharmacy Services. A pharmacy staff member will contact you 5-7 days prior to your refill due date to set up refills, determine your compliance to the prescribed therapy, discuss any side effects, evaluate any changes in your medical condition and/or regimen, collect any co-payments, set up a pickup or delivery date and confirm a delivery address should you need delivery. You can call us and speak to a pharmacy team member to process your refill request.
  - If we are unable to reach you for coordination of refill, please call and ask for a pharmacy staff member. The pharmacy will not ship refills without confirming with you first.
  
- **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.
  - Please call us if you would like to receive your medication(s) from another pharmacy. We will assist you in transferring your prescription(s) to the appropriate pharmacy of your choice.
  
- **Drug Substitutions/Equivalents**
  - Our pharmacy strives to find the most cost-efficient option for you. From time to time, it may be necessary to substitute between various generic medication options or brand name medication options. This could occur due to insurance carrier preference 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(s) to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication(s) at you or your prescriber's request.

- **Proper Disposal of Unused Medications**

- To reduce harm from accidental exposure, it is important to properly dispose of any unused medications. Do not flush medicines down the sink or toilet.
- 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:
  1. FDA: Where and How to Dispose of Unused Medicines - <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
  2. Rx Drop Box: <https://www.rxdrugdropbox.org/>
  3. Medication disposal bins at Hennepin Healthcare Pharmacies: Clinic & Specialty Center Pharmacy, Level 1 or Shapiro Pharmacy, Lower Level

- **Drug Recalls**

- If your medication(s) is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer. Should an alternative medication(s) be needed, we will work together with your provider to find an acceptable alternative.

- **Accessing Medications During an Emergency or Disaster**

- In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication.
- If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medication(s) to ensure your therapy is not interrupted.

- **Adverse Reactions**

- An adverse reaction is defined as “Any unfavorable or unintended sign, symptom, or disease temporarily associated with the use of a drug.”
- If you suspect an adverse reaction, please contact one of our pharmacists and your physician. However, in the case of a medical emergency, please call 911 or your local emergency service for immediate assistance.

- **Medication Issues and Concerns**

- Our clinical specialty pharmacists review all prescriptions for safety and accuracy according to best practice and as prescribed. However, if you notice any errors (ex: wrong drug, wrong dose, wrong frequency or suspect counterfeit medications) please reach out to us and we will investigate and rectify the mistake.
- We want you to be completely satisfied with the service we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing to discuss your concerns.
- If you wish to seek further review of a concern, you may contact:
  - Minnesota State Board of Pharmacy

- Website: [Complaints / Minnesota Board of Pharmacy \(mn.gov\)](https://www.mn.gov/Complaints/Minnesota-Board-of-Pharmacy)
- Email: [pharmacy.board@state.mn.us](mailto:pharmacy.board@state.mn.us)
- URAC
  - File a Grievance
    - Website: <https://www.urac.org/contact/file-a-grievance/>
    - Email Address: [grievances@urac.org](mailto:grievances@urac.org)

## **SPECIALTY PATIENT RIGHTS AND RESPONSIBILITIES**

### **As our patient, you have the RIGHT to:**

- Have personal health information shared with the patient management program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation, or disenroll, at any point in time

### **As our patient, you have the RESPONSIBILITY to:**

- Give accurate clinical and contact information and provide notification of changes in this information
- Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the patient management program

## **Emergency/Disaster Preparedness Plan**

The pharmacy has a comprehensive emergency preparedness plan to help ensure continued treatment during an emergency or disaster such as severe storms, hurricanes, tornadoes, earthquakes, fire, and flooding. Our primary goal is to continue to service your prescription needs. When there is a threat of disaster, we will work to ensure you have enough medication to sustain you.

- The pharmacy will call you 1-3 days before an anticipated local weather emergency utilizing the weather updates as point of reference.
  - If you are not in the pharmacy local area but reside in a location that will experience a weather disaster you are responsible for calling the pharmacy 3-5 days before the occurrence to discuss your medication needs.
- The pharmacy will send your medication via courier or UPS next day delivery during any suspected weather emergencies.
- If the pharmacy cannot get your medication to you before a weather emergency occurrence the pharmacy will transfer your medication to another pharmacy, so you do not go without medication.

- If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication or visit your local hospital immediately.

Call 911 or go to the nearest emergency room if you are unable to reach the pharmacy and may run out of your medication.

**ADDITIONAL INFORMATION REGARDING YOUR MEDICATION,  
CONDITION/DIAGNOSIS AND COMMUNITY AND FINANCIAL  
RESOURCES CAN BE FOUND ON THE FOLLOWING WEBSITES:**

|                           |                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allergy and Immunology    | <a href="https://www.aaaaifoundation.org">https://www.aaaaifoundation.org</a>                                                                                                                                                                                                                                                                                         |
| Crohn's Disease           | <a href="http://www.ccfa.org/science-and-professionals/programs-materials/patient-brochures">http://www.ccfa.org/science-and-professionals/programs-materials/patient-brochures</a><br><a href="http://www.crohnonline.com">http://www.crohnonline.com</a><br><a href="http://www.crohnsforum.com">http://www.crohnsforum.com</a>                                     |
| Cystic Fibrosis           | <a href="https://www.cff.org/">https://www.cff.org/</a>                                                                                                                                                                                                                                                                                                               |
| Growth Hormone Deficiency | <a href="http://www.hgfound.org">http://www.hgfound.org</a>                                                                                                                                                                                                                                                                                                           |
| Hemophilia                | <a href="https://www.hemophilia.org">https://www.hemophilia.org</a><br><a href="https://www.wfh.org/en/home">https://www.wfh.org/en/home</a>                                                                                                                                                                                                                          |
| Hepatitis                 | <a href="http://www.liverfoundation.org">http://www.liverfoundation.org</a><br><a href="http://www.hepatitis-central.com">http://www.hepatitis-central.com</a><br><a href="http://www.hepb.org/resources/printable_information.htm">http://www.hepb.org/resources/printable_information.htm</a>                                                                       |
| HIV                       | <a href="https://www.hiv.gov">https://www.hiv.gov</a><br><a href="https://www.cdc.gov/hiv/basics/livingwithhiv/resources">https://www.cdc.gov/hiv/basics/livingwithhiv/resources</a>                                                                                                                                                                                  |
| IBD                       | <a href="https://www.crohnscolitisfoundation.org">https://www.crohnscolitisfoundation.org</a>                                                                                                                                                                                                                                                                         |
| Infertility               | <a href="https://resolve.org">https://resolve.org</a>                                                                                                                                                                                                                                                                                                                 |
| Lipid Disorders           | <a href="https://www.lipid.org/foundations">https://www.lipid.org/foundations</a>                                                                                                                                                                                                                                                                                     |
| Multiple Myeloma          | <a href="https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma">https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma</a>                                                                                                                                                                                                                             |
| Multiple Sclerosis        | <a href="http://www.mymsaa.org">http://www.mymsaa.org</a><br><a href="http://www.msfocus.org">http://www.msfocus.org</a><br><a href="http://www.nationalmssociety.org">http://www.nationalmssociety.org</a>                                                                                                                                                           |
| Neuro Oncology            | <a href="https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx">https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx</a>                                                                                                                                                   |
| Oncology/Hematology       | <a href="https://www.cancer.org">https://www.cancer.org</a><br><a href="https://www.livestrong.org/we-can-help">https://www.livestrong.org/we-can-help</a>                                                                                                                                                                                                            |
| Psoriasis                 | <a href="http://www.psoriasis.org">http://www.psoriasis.org</a>                                                                                                                                                                                                                                                                                                       |
| Pulmonary Hypertension    | <a href="https://phassociation.org/patients/aboutph">https://phassociation.org/patients/aboutph</a>                                                                                                                                                                                                                                                                   |
| Rheumatoid Arthritis      | <a href="https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis">https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis</a><br><a href="http://www.rheumatoidarthritis.com">http://www.rheumatoidarthritis.com</a><br><a href="http://www.arthritis.org">http://www.arthritis.org</a> |
| Solid Organ Transplant    | <a href="https://transplantliving.org">https://transplantliving.org</a>                                                                                                                                                                                                                                                                                               |
| Stem Cell Transplant      | <a href="https://www.asbmt.org/patient-education/external-resources">https://www.asbmt.org/patient-education/external-resources</a>                                                                                                                                                                                                                                   |

### **Financial Assistance Programs**

**PAN Foundation:** [www.panfoundation.org](http://www.panfoundation.org)

**HealthWell Foundation:** [www.healthwellfoundation.org](http://www.healthwellfoundation.org)

**Patient Services, Inc.:** [www.patientservicesinc.org](http://www.patientservicesinc.org)

**Patient Advocate Foundation Co-Pay Relief:** [www.copays.org](http://www.copays.org)

**Partnership for Prescription Assistance:** [www.pparx.org](http://www.pparx.org)

**Safety Net Foundation:** [www.safetynetfoundation.com](http://www.safetynetfoundation.com)

**The Assistance Fund:** [www.theassistancefund.org](http://www.theassistancefund.org)

### **Patient Diversity, Equity, and Inclusion (DEI)**

HCMC Specialty Pharmacy Services seeks to ensure that all patients have equitable access to quality care, regardless of their background or characteristics. We recognize and respect diversity among patients, addressing any barriers that may limit access to care, and creating an inclusive environment where all patients feel welcomed and valued.

Key aspects of patient DEI in healthcare include:

- **Access to Care:** Ensuring that all patients, regardless of their socioeconomic status, race, ethnicity, or other characteristics, have access to quality healthcare.
- **Cultural Intelligence** Recognizing that we serve patients from diverse backgrounds who may have experienced trauma, have different lived experiences and histories. Developing understanding of cultures and respecting the beliefs, values, and cultural practices of diverse patient populations.
- **Language Access:** Providing language access services, such as interpreters and translated materials, to ensure that all patients can communicate effectively with their healthcare providers.
- **Health Disparities:** Working to address and reduce health disparities among different patient populations, including those based on race, ethnicity, and socioeconomic status.
- **Inclusive Environment:** Creating a welcoming and inclusive healthcare environment that respects and values the diversity of all patients.

HCMC Specialty Pharmacy Services is committed to prioritizing patient DEI in healthcare to improve patient outcomes, reduce healthcare disparities, and promote a more equitable and inclusive healthcare system.