

WELCOME TO THE

Penn Specialty Pharmacy



Welcome to the **PENN SPECIALTY PHARMACY!**

Our team will work closely with you and your Penn Medicine 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 Penn Medicine.

Here are just a few things you should know as a new patient of Penn Specialty Pharmacy:

- We offer you personalized and comprehensive care. We will work with you and your Penn Medicine providers to provide you with excellent care.
- We will provide you with personalized education from our highly trained pharmacy staff regarding your medications. In addition, we will provide you with patient education materials including medication education handouts.
- We will work with your insurance company on getting your medications approved by them and work with you and your physician on next steps if they don't cover it.
- We will handle the details for shipping and delivering your specialty medications to you either in person during a clinic visit, picked up from our available pharmacies or delivered to your door.
- We are experts in care with years of experience and we can help you get the treatment you need.
- We are available to you, offering after hours support and access to clinical pharmacists when you have questions about your medications.

You may be sent a request to complete a customer satisfaction survey either via phone, mail or electronic request. We value and appreciate your feedback. If you have any questions, please call us at the phone number in your folder.

Thank you for choosing us as your specialty pharmacy and welcome to the Penn Specialty Pharmacy Program!

Sincerely,

Your Penn Specialty Pharmacy Team



For after-hour or urgent questions, please call:

**1.844.PENN RX 6
(736-6796)**

and ask to speak to a pharmacist. A pharmacist from the Penn Specialty Pharmacy team will return your message promptly.

For refills, please call the numbers listed above during normal business hours, or contact your dedicated pharmacy service representative.

Penn Specialty Pharmacy

The Penn Specialty Pharmacy provides you with access to clinical pharmacists and technicians who are a part of the University of Pennsylvania Health System and Penn Medicine. As a patient, here is what you can expect as you become part of the Penn Specialty Pharmacy family.

Getting Started

When you are prescribed a specialty medication, your Penn Medicine provider will send it to our pharmacy. We will begin the process of enrolling you into our specialty pharmacy service which will help with insurance, refills, and clinical support. Enrollment is optional and you can call us to be removed.

Insurance and Authorization Navigation

Our specialized insurance and prior authorization technicians will work with your insurance company and providers to make sure your medication is covered by your insurance.

Financial Assistance

The cost of specialty medications can be very high. Our Penn Specialty Pharmacy technicians will research various financial assistance programs available to you and possibly help you lower your out-of-pocket costs.

Clinical Support

In addition to your providers at Penn Medicine, a pharmacist will provide you with education about the medication during a clinic visit or over the telephone. As a Penn Specialty Pharmacy patient, you will have access to clinical pharmacy services should you have any questions about your specialty medication.

Refill Reminders

When you are due for your refill, our Penn Specialty Pharmacy staff will call you to refill several days before you need a refill. If you are out of refills, our team will also work with your care team to get a new prescription. You may also call us at any time to request a refill and schedule your delivery.

Limitations

The Patient management program is designed to supplement, not replace, interactions with your provider. Your pharmacy team is intended to work with your provider.



Tools for Success:

Penn Specialty Pharmacy will provide you with:

- Education on your specialty medications
- Affordable access to your specialty medications by working with your insurance company
- Easy access to your medications by delivering them to you in the most convenient way
- Integrated and comprehensive care by working directly with your Penn Medicine providers
- The ability to achieve your health care goals by coordinating refills
- Access to clinical pharmacists for questions about your specialty medications

Delivery

A Penn Specialty Pharmacy staff member will contact you to coordinate the delivery of your specialty medications.

The ways you can access your specialty medications include:

- Pick up at the outpatient pharmacies (see page 8 for locations)
- Delivery to your clinic
- Delivery to your home

How to Fill a New Prescription

Your Penn Medicine provider is able to send us new prescriptions electronically. You may also call us and request that we contact your prescriber to obtain a new prescription as well.

Ordering Refills

A Penn Specialty Pharmacy staff member will contact you before your medication is scheduled to run out to check your progress and schedule delivery of your next refill. You can also call us to get your next refill.

Medications not available at a Penn Specialty Pharmacy

If your specialty medication is not able to be filled at a Penn Specialty Pharmacy, we will work with you and another pharmacy so that you receive your drug. If you want your specialty prescription transferred to another pharmacy, please contact Penn Specialty Pharmacy to begin the transfer process.

Pharmacist Assistance

The pharmacists who support Penn Specialty Pharmacy are specially trained on the medications you are taking. They are here to answer your questions. Please call us if you have any questions regarding your treatment. A pharmacist will follow up with you and address your needs and concerns and coordinate with your Penn Medicine provider team. In case of an emergency, always call 911 or go to the nearest emergency room.

Billing

The Penn Specialty Pharmacy will bill your insurance company for you. You may still have to pay a portion of the cost, which is called a copayment. You will be responsible for paying your copayment when you order your medication or refill. We will tell you the exact amount you need to pay.

We also accept cash and personal checks if you are picking up at the pharmacy.

Patient Management Program:

As a patient in the Penn Specialty Pharmacy Program, you will have the following available to you at no additional cost. Your participation is strongly encouraged:

- Education on how and when to take your medication
- How to manage potential side effects
- Review of all your medications
- On-going health monitoring and support

If you choose to be a part of the Patient Management program, a staff member will reach out to you on a continual basis to ask how you are doing with your therapy and if you are experiencing any side effects. For all patients, including those who opt out of the patient management program, all adverse effects should be reported to your provider's office.

We will also share information with you on health related information such as common conditions, treatment, diagnostics, and interventions. Examples of this include:

- Providing a patient-friendly drug monograph in the form of an educational document as shown below
- Having a telephone consult to explain all of these areas to you
- Providing additional resources to you to learn more, such as a website or informational booklet

FREQUENTLY ASKED QUESTIONS:

Why do I need a Specialty Pharmacy?

Specialty Medications are often complex, costly, may require special storage and handling, and may not be readily available at your local pharmacy. Sometimes these medications also have side effects that require monitoring by a trained pharmacist. The Penn Specialty Pharmacy focuses on providing these medications and offering excellent customer service and clinical support to you and your caregivers.

How can I contact the Penn Specialty Pharmacy?

You can reach us by calling **1.844.PENNRX6**. To contact a pharmacist in person, visit any of the Penn Pharmacies and request to speak with one. To obtain the hours of operation of all of the Penn Pharmacies, call **1.844.PENNRX6 (736-6796)** to obtain a full listing.

How do I refill my medications?

You may request a refill by calling us at **1.844.PENNRX6**, or you can call your dedicated pharmacy service representative directly. You may request a refill at any time, but a five-day advance notice will give us time to address any potential issues that may have arisen since the last time it was dispensed. To obtain a refill before your insurance will allow it, contact any of the Penn Pharmacies. We will work with your insurance to try an obtain a vacation override, lost medication override, quantity overrides, or any other type of override to ensure you have access to your medication.

How much will my medications cost?

Your copay amount will vary based on your insurance plan. We will tell you this amount after we have processed your prescription.

What if I can't afford my medications?

Some patients are eligible for financial assistance through drug companies or charities. Our staff will perform a full review of options available, tell you about available options, and enroll you in the program if you meet eligibility requirements.

What if my insurance company doesn't cover my medication?

Our staff works directly with your physician and insurance company to obtain coverage for your therapy. If it is denied, we will work with your physician and communicate next steps to you.

Does the Penn Specialty Pharmacy have access to all specialty medications?

Penn Specialty Pharmacy has access to most specialty medications. If we do not have access to a medicine, we will transfer your prescription to a pharmacy that does and have the new pharmacy contact you.

Will my insurance company let Penn Specialty Pharmacy dispense the drug?

The Penn Specialty Pharmacy can dispense specialty medications for most insurance companies. Occasionally your insurance company will require the use of a different pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you. If you are out of network with any of the Penn Pharmacies, Penn will inform you over the phone and in writing on the cost charged by our organization.

Will Penn Specialty Pharmacy ever call me?

We will call you to:

- Confirm the initial status of your prescription and copay amount.
- Set up the initial dispense and refills.

We may also call you to:

- Verify prescription insurance information.
- Obtain documentation of your income to enroll you in a financial assistance program.
- Counsel you on the medication, if that isn't done during your physician visit.
- Tell you if the prescription has to be transferred to another specialty pharmacy.
- Remind you that it is time for a refill

FREQUENTLY ASKED QUESTIONS:

When should I contact Penn Specialty Pharmacy?

If any of the following occur:

- Your address, telephone number, or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns or questions regarding how to take your medication.
- You would like additional information regarding your plan for therapy.
- If you suspect an error in shipping or dispensing has occurred.
- If you suspect your medication has been recalled

What should I do if I have an adverse reaction to the medication?

Patients experiencing side effects or other problems should contact the Penn Specialty Pharmacy or their prescribing provider. You should call 911 or have someone drive you to a local Emergency Room if the reaction appears serious or life threatening.

You can also fill out an FDA MedWatch Form. Use this form to report adverse events that you observe or suspect, including serious drug side effects, product use errors, product quality problems, and therapeutic failures. To obtain access to this form, please call the pharmacy.

What should I do if there is an overdose or poisoning from a medication?

Call **1.800.222.1222** to reach our local poison control center.

How do I dispose of unused medications?

When setting up delivery of your medications, we will inform you how to dispose of medications including how you can obtain dedicated containers to help with disposal or where old medications can be brought for disposal.

What do I do during bad weather, natural disaster, or emergency situation where it may be difficult to get refills of my medications?

In times of inclement weather, natural disaster, or emergency the Penn Specialty Pharmacy team will try to be as proactive as possible about refills and delivery as possible. The Penn Specialty Pharmacy team will work to maintain safe and efficient access to medications to patients as they are able to during times where access may be compromised. If Penn cannot fill your medication for you during a disaster, it will be transferred to another pharmacy that can. We will help coordinate this transfer process for you to make sure you get your medication.

Where can I report complaints and/or errors?

You can contact the Penn Specialty Pharmacy by phone at **1.844.PENN RX 6 (736-6796)** if you have complaints or concerns. An operator will transfer you to the applicable pharmacy to provide the complaint information. The complaint will be investigated and you will receive a response within 5 business days by phone or in writing. You may also contact the Accreditation Commission for Healthcare by calling **1.855.937.2242** or the Department of Health at **1.800.254.5164** to file your complaint.

TIPS FOR SUCCESS:

Here are some tips to make sure you achieve the best results from the medications prescribed by your Penn Medicine providers.

1. Follow your provider's directions

Follow the directions given to you by your provider for the medication in order to get the best results. Sometimes medications need to be taken in a certain way to have the most benefit. Make sure you follow the directions given to you including taking the right dosage at the right time for the right length of time.

2. Ask questions

Being informed and educated about the medications you are taking and the disease you are taking it for is very important. Ask your provider or pharmacist to explain your medications and disease to you if you have any questions.

3. Call us!

You may be sent a request to complete a customer satisfaction survey either via phone, mail or electronic request. We value and appreciate your feedback. If you have any questions, please call us at the phone number in your folder.

In addition to the above, because we are part of Penn Medicine and the University of Pennsylvania Health System, we have the ability to connect you to:

Social work services, nutrition services, interpreter services, translator services, sign language interpreters upon request, portable TTY if you are hearing impaired, documents provided in Braille if you are visually impaired, access to wheelchairs, and handicapped parking and accessible restrooms if you require these resources.

Note:

HIPAA Notice of Privacy Practices may be found at:
<https://www.pennmedicine.org/for-patients-and-visitors/patient-information/hipaa-and-privacy/hipaa-notice-of-privacy-practices>

Patient Rights may be found at:
<https://www.pennmedicine.org/for-patients-and-visitors/patient-information/patient-rights-and-safety/patient-rights>

Rights and Responsibilities of the Patient Management Program:

- The right to have personal health information shared with the patient management program only in accordance with state and federal law
- The right to receive information about the patient management program
- The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- The right to speak to a health professional.
- The right to decline participation, revoke consent, or disenroll at any point in time
- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- The responsibility to notify their treating provider of their participation in the patient management program, if applicable

PENN PHARMACY LOCATIONS:

Center City

Pennsylvania Hospital
800 Spruce Street
Preston Building, 1st Floor
Philadelphia, PA 19107
Phone: 215.829.5873
Fax: 215.829.7770

Main Line

Penn Medicine Radnor*
145 King of Prussia Road
1st Floor, Suite 109
Radnor, PA 19087
Phone: 610.902.1700
Fax: 610.902.1704

Penn Medicine Valley Forge*
1001 Chesterbrook Boulevard
1st Floor
Berwyn, PA 19312
Phone: 610.576.7545
Fax: 610.576.7560

New Jersey

Penn Medicine Cherry Hill
1865 NJ-70
Cherry Hill, NJ 08003
Phone: 856.433.2877
Fax: 856.396.3461

Lancaster

Lancaster General Health
Convenience Pharmacy
555 North Duke Street
Lancaster, PA 17602
Phone: 717.544.5929
Fax: 717.544.5963

University City

Hospital of the University of Pennsylvania
3400 Spruce Street Ravdin 1
Philadelphia, PA 19104
Phone: 215.662.2920
Fax: 215.349.8340

Perelman Center for Advanced Medicine
3400 Civic Center Boulevard
1st Floor, West Pavilion
Philadelphia, PA 19104
Phone: 215.662.6260
Fax: 215.243.2345

Penn Presbyterian Medical Center
51 North 39th Street
Medical Office Building
1st Floor
Philadelphia, PA 19104
Phone: 215.662.9494
Fax: 215.243.4681

Penn Medicine University City
3737 Market Street
1st Floor
Philadelphia, PA 19104
Phone: 215.294.9393
Fax: 215.243.2346

Penn Presbyterian Apothecary
51 North 39th Street
Mutch Building
Philadelphia, PA 19104
Phone: 215.662.9496
Fax: 215.243.4671

*A facility of the Hospital of the University of Pennsylvania