



PHARMACY SERVICES

Specialty Pharmacy

WELCOME TO UC HEALTH SPECIALTY PHARMACY

We are pleased you have selected us as your specialty pharmacy provider. This packet contains information on UC Health Specialty Pharmacy operations, services, patient safety and additional patient information. Take a few minutes to read through this information and keep this packet in a safe place for future reference.

UC HEALTH

As the region's adult academic health system and premier provider of advanced specialty services, UC Health leads in all aspects of healthcare—clinical care, groundbreaking research and education. We promise to continuously improve the patient experience in order to provide seamless, coordinated care throughout the health system.

UC Health Specialty Pharmacy

UC Health Specialty Pharmacy recognizes all patients deserve quality and convenient access to the medications they need. Our specialty pharmacy was designed to serve patients by providing world-class, patient-centered care.

UC Health Specialty Pharmacy will coordinate with your provider and healthcare team to specialty medication prescriptions. These medications often treat complex medical conditions such as rheumatoid arthritis, hepatitis C, Crohn's disease, multiple sclerosis, ulcerative colitis, solid organ transplant and some types of cancer. Many of these specialized medications are not available at other community retail pharmacies. Costs will vary and may require some of the following:

- Dosage provided by injection, infusion, or by mouth.
- Unique storage requirements.
- Special handling and shipping.
- Ongoing clinical monitoring.

We offer coordinated care, personalized medication education, coordination of medication coverage and timely medication delivery. We provide ongoing support through phone calls, complete medication reviews, assessment of side effects and monitoring of lab values.

Thank you for entrusting us with your medication needs.

513-585-9700 or 1-855-SRX-MAIL (1-855-779-6245)

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WHAT TO EXPECT

Personalized Service

We will contact you each month to discuss your treatment, review for potential side effects and coordinate delivery of your next refill.

Convenience

Your specialty medication can be delivered right to your home. We will also work with other UC Health outpatient pharmacies to have all of your medications filled at the same time. You may request to pick up your prescriptions at one of our outpatient pharmacies, or we can coordinate delivery to your specialty clinic appointment at your provider's office.

Value

Our patient care team members are available to help you get insurance coverage and other assistance to help pay for your medications. We offer **free** delivery of your medications as well as curbside pick up and pick up at our various pharmacy locations.

Satisfaction

We strive to provide exceptional service. Please contact us at any time if you have any questions or concerns.

CONTACT INFORMATION & HOURS OF OPERATION

UC Health Specialty Pharmacy

3200 Burnet Ave.

Cincinnati, OH 45229

specialtypharmacy@uchealth.com

Pharmacists are available by phone 24 hours a day.

Phone: 513-585-9700 or 1-855-SRX-MAIL (1-855-779-6245)

Fax: 513-585-9711

uchealth.com/pharmacy/specialty

Operating hours: Monday through Friday, 8:30 a.m.–5 p.m. (except on major holidays)

Curbside pickup available: Monday through Friday, 9 a.m.–4 p.m.

UC Health West Chester Pharmacy

Physician Office Building South

7675 Wellness Way, Suite 100

West Chester, OH 45069

Phone: 513-298-7730

Monday through Friday,
7:30 a.m.–5 p.m.

UC Health Hoxworth Pharmacy

3130 Highland Ave.,

Room G200

Cincinnati, OH 45219

Phone: 513-584-8828

Monday through Friday,
8 a.m.–5 p.m.

UC Health Physician Office Pharmacy

222 Piedmont Ave.,

Suite 2000

Cincinnati, OH 45219

Phone: 513-475-8800

Monday through Friday,
8:30 a.m.–5 p.m.

PATIENT RIGHTS & RESPONSIBILITIES

UC Health Specialty Pharmacy offers high-quality, evidence-based, patient-centered management of specialty medications. We work with your provider(s) and healthcare team to provide personalized medication education, coordination of medication coverage and ongoing support.

As a patient of UC Health Specialty Pharmacy, you have the right to:

- Receive considerate and respectful care. We will provide services regardless of race, nationality, sex, age, sexual orientation, gender identity, genetic information, military status or protected veteran status, physical and/or mental disabilities, diagnosis, or religious beliefs.
- Receive information about our services. We will provide information about our services, including the Patient Management Program, its philosophy, characteristics, and any limitations and changes to or termination of the program when requested.
- Receive information about your medication. Our clinical pharmacists are available 24 hours a day to answer your questions. You may also receive written drug information with your prescription. You have the right to speak to a healthcare professional.
- Know who is caring for you. We will provide our name and job title every time you contact the pharmacy. If requested, you will be provided with a way to contact a supervisor. You may also request to speak to a healthcare professional.
- Expect privacy. We will keep all information provided through conversations, electronic messages, and your medical record confidential, as required by federal and state law. You, or your designee, may have access to your medical information as allowed by law. Personal health information is shared with the Patient Management Program only in accordance with state and federal law.
- Participate in developing your care plan. You may participate in the development and implementation of your plan of care. You are encouraged to ask for information about your medication therapy and treatment, as well as receive information about the Patient Management Program.
- Receive information about the cost of your medication and payment options. We will contact you prior to filling your prescription to review the cost and payment for your medications. We will help you get assistance, when available.
- Have a choice. You may decline participation, revoke consent or withdraw enrollment at any time. You may choose your own prescriber and pharmacy providers.
- Report concerns regarding your care. You may report concerns or complaints by calling 513-585-9700 or filing a patient complaint form found in this welcome packet or online at uhealth.com/pharmacy/specialty.

In order for us to provide effective and satisfying care, you have the responsibility to:

- Keep us updated. You may contact the pharmacy at any time to update relevant medical information, contact information (such as phone number and address), and changes to insurance or payment methods. You should notify your treating provider of your participation in our Patient Management Program.
- Provide information when requested. You may be asked to submit forms related to financial information or participation in the Patient Management Program.
- Ask for clarification. If you have any questions about your medication(s), you should ask the pharmacy.
- Provide timely payment for services. Except where prohibited by law, you are responsible for any charges that are not covered by your insurance or medication assistance programs.

PATIENT MANAGEMENT PROGRAM

The Specialty Pharmacy at UC Health helps you get the most from your medications by:

- Preventing or reducing drug-related risks.
- Increasing your awareness through education.
- Supporting good habits such as taking your medications on time.

This service is provided to all patients enrolled in the UC Health Specialty Pharmacy Patient Management Program. This service is free of charge, and you can opt out at any time.

Services include:

- Patient assistance programs.
- Prior authorization assistance.
- Precertification and insurance validation.
- High-quality shipping and/or handling of specialty medications.
- Education on side effects, medication interactions, food/drug interactions, safe disposal and other safety precautions, such as proper handling.
- 24-hour phone access to a clinical pharmacist.
- Complete medication review.
- Facilitation with your providers through messaging and chart notes.

Services may be limited if there are restrictions put in place by your insurance provider, state or federal law, your provider is outside of our network, or your medication can only be dispensed by specific specialty pharmacies. Please contact us if you would like additional information or if you want to opt out (do not want to participate in this service). You may still have prescriptions filled by UC Health Specialty Pharmacy even if you are not part of the Patient Management Program. Our phone number is 513-585-9700 or toll-free 1-855-779-6245. You may also email us at specialtypharmacy@uchealth.com

MY UC HEALTH

Your health is important to us around the clock, not just during office hours. That's why UC Health offers My UC Health (MyChart). My UC Health is a free, safe, and secure online application that allows you and any other UC Health patient* to access, manage, and receive your personal health information from a mobile device, tablet, and computer at any time.

*Available for UC Health patients ages 13+.

WITH MY UC HEALTH, YOU CAN:

View your medical information online:

- Review your medications, immunizations, allergies and medical history.
- Receive test results online — no waiting for a phone call or letter.
- Review health education topics and discharge instructions provided by your doctor's office.

Stay in touch with your doctor's office:

- Communicating with your doctor's office is as simple as sending an email — but even more secure.
- Request renewals of your medications online.
- Review health education topics and discharge instructions provided by your doctor's office.

Manage your appointments:

- Request an appointment.
- View details of your past and upcoming appointments.

Access your family's medical information:

- Parents or legal guardians of children and dependent adults may request proxy access to view portions of their loved one's medical records.

Keep your records secure:

- Your information is safe from unauthorized access because My UC Health is password-protected and delivered via an encrypted connection.

How do I get access?

- Ask your caregiver to sign you up for My UC Health today. You can also call 513-585-5353 or visit us online at uchealth.com/myuchealth

DOWNLOAD THE MYCHART APP



PATIENT SAFETY

We care about your safety.

We want you and your family to be safe. Here are some suggestions that can help prevent injury or illness.

Medication Safety

Make a list of the names and strengths of any medications you take and how you take them. If you do not know the names of all of your medications, please ask your pharmacist to provide you with a printed list. Bring this with you to your doctor's visit(s). Please let us know if you are allergic to any medicines.

If your therapy involves the use of needles or lancets ("sharps"), you must take special care to dispose of these items. After using your injectable medication, place all needles, syringes and lancets into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container (milk bottles, bleach bottles, or other bottles made of hard plastic or metal with a small opening can be used). These sharps containers can typically be placed in your regular trash. For more information, you can visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at cdc.gov/niosh/topics/bbp/disposal.html

If you are experiencing an adverse drug reaction or side effect, please contact your doctor or pharmacist. Call 911 right away for severe reactions (including trouble breathing, hives, swelling of face, lips, tongue or throat, or if you faint or feel like you may faint).

You may also report to the Food and Drug Administration by calling 1-800-FDA-1088 (1-800-332-1088). Keep all medications and other hazardous materials out of the reach of children. If a poisoning occurs, call the Poison Control Center at 1-800-222-1222.

Avoiding Falls

If you feel weak, dizzy or light-headed, sit up slowly or ask for help before standing. If you are standing or walking when you become dizzy, please sit as soon as possible. Take your time when moving around. Watch for objects on the floor—area rugs, electrical cords, toys, shoes, or slippers—and spills. Keep all walkways well-lit and use night lights as needed.

Hand Hygiene

Maintaining good hand hygiene practices is the most effective way to prevent the spread of infections and viruses. Take action and practice healthful hand hygiene often—especially after eating, coughing, rubbing your face or eyes, or using the restroom.

- Wash your hands thoroughly with soap and warm water.
- Lather for 15–30 seconds, then rinse and dry completely.
- Use an alcohol-based hand sanitizer to keep your hands clean between washings.

FINANCE & INSURANCE

Financial Counseling

If you do not have third-party coverage, our department is available to discuss alternative payment options with you. UC Health helps patients apply for public assistance. Patients ineligible for public assistance may qualify for discounts based on family size, income and residency.

Under Medicare law, healthcare services that Medicare may pay for are subject to review for compliance with medical standards. All information gathered for peer review purposes shall remain confidential.

Patient Billing

UC Health Specialty Pharmacy will submit claims to your health insurance provider. Our patient care team members will help get prior authorizations or assistance through manufacturer programs or foundations.

Should you have a copayment, you will be contacted prior to the shipping of your medication to arrange for payment. You will be provided, in writing, with any costs charged to you, including costs associated with out-of-network responsibilities.

Financial Assistance Program

UC Health is committed to providing financial assistance to persons with healthcare needs and are uninsured, underinsured or otherwise unable to pay for medically necessary care based on their individual financial situation.

To obtain more information on UC Health's Financial Assistance Program, please call Patient Financial Services at 513-585-6200 or 800-277-0781 with questions about financial assistance or to request a copy of the policy and application.

The financial assistance application is provided on the back of every patient's billing statement. The financial assistance policy, financial assistance plain language summary, and financial assistance application are also available online at uchealth.com/financial-assistance for downloading and printing.

Copies of the financial assistance documents are also available at registration/admissions areas for all hospital locations, as well as all emergency department locations.

UC HEALTH SPECIALTY PHARMACY PATIENT COMPLAINT PROCESS

We want to offer you excellent service. Please contact us at any time if you have a question or concern. We want to assure you that we will make every effort to fix the problem. You will hear from our team within five (5) business days after we receive your concern or complaint.

You may file a complaint by completing our patient complaint form on the next page or by contacting us directly at 513-585-9700 or 1-855-779-6245.

You can send the complaint form to:

UC Health Specialty Pharmacy

3200 Burnet Ave.

Cincinnati, OH 45229

You can also file a complaint with the State Board of Pharmacy or our accreditation organization, as appropriate.

Ohio State Board of Pharmacy

77 S. High St., 17th Floor

Columbus, OH 43215-6126

pharmacy.ohio.gov/forms/complaint.aspx

URAC

1220 L. St. NW., Suite 400

Washington, DC 20005

urac.org/file-a-grievance



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UC HealthTM

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