



PHARMACY SERVICES

Specialty Pharmacy

WELCOME TO THE UC HEALTH PHARMACY

We are pleased you have selected us as your specialty pharmacy provider. This packet contains information on the 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 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 provide 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, medication coverage coordination and timely medication delivery. We provide ongoing support through phone calls, complete medication reviews, assessment of side effects and monitoring lab values.

Thank you for entrusting us with your medication needs.

Your UC Health Specialty Pharmacy Team

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 with each prescription fill to discuss your treatment, review for potential side effects and coordinate pickup or delivery.

Convenience

Your specialty medication can be delivered right to your home. You may request to pick up your prescriptions at one of our outpatient pharmacies or at a curbside pickup spot, or have medication conveniently delivered to you. Medication delivery may occur through a courier service, USPS or UPS.

Value

Our patient care team members are available to help you get insurance coverage or other assistance to help pay for your medications. We offer free delivery of your medications as well as curbside pickup, or you can pick up from 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., B Level

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

Hours of Operation

Monday-Friday, 8:30 am-5 pm (except on observed holidays)

Curbside pickup available Monday-Friday, 9 am-4 pm.

OUR OTHER OUTPATIENT PHARMACIES

UC Health West Chester Pharmacy

Phone: 513-298-7730

UC Health Hoxworth Pharmacy

Phone: 513-584-8828

UC Health Physicians Office Pharmacy

Phone: 513-475-8800

UC Health Discharge Pharmacy

Phone: 513-584-8884

UC Health Healing Center Pharmacy

Phone: 513-584-3300

UC Health West Professionals Pharmacy

Phone: 513-584-6105

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, medication coverage coordination and ongoing support.

As a patient of the 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.

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 UC Health Specialty Pharmacy 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).

Note that your medications may be adjusted or managed by a UC Health Specialty Pharmacy Pharmacist through a collaborative practice agreement with your physician. If you do not want this to happen, or if you want to see a copy of the collaborative practice agreement, notify the UC Health Specialty Pharmacy and we will honor your request.

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 ages 13 and older to access, manage and receive your personal health information from a mobile device, tablet and computer at any time.

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 uhealth.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.

Keep a list of the names and strengths of any medications, including over-the-counter medications and supplements. Bring the list to every doctor's appointment. Let the pharmacy know if you are allergic to any medicines.

Keep all medications, including over-the-counter medications and supplements, out of the reach of children and pets.

Call the **Poison Control Center at 1-800-222-1222** if poisoning occurs.

Hand-washing is the best way to make sure you do not get an infection. Remember to always wash your hands before and after you prepare or handle any medication.

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

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

If the reaction appears serious or life-threatening, call 911 or have someone take you to the nearest emergency room. If the reaction is not life-threatening, contact your prescribing physician or us to discuss your symptoms and figure out next steps.

Can I return my prescription?

Most prescription medications cannot be returned. If you have concerns about your medication or suspect it is defective, please call us, and we will work with you to find the most appropriate solution.

How do I dispose of unused or expired medications?

There are medication disposal boxes found in the lobbies of Hoxworth, Physicians Office Building and Discharge Pharmacies through the [Prescription Drug Take Back Program](#).

Helpful resources on how to properly dispose of unused medications can be found here:

- [FDA: Where and How to Dispose of Unused Medications](#)
- [Ohio Board of Pharmacy: Drug Disposal Resources](#)

How do I dispose of needles, lancets and syringes?

After using an injectable medication, place all needles, syringes and lancets into a “sharps” container (usually made of hard plastic or metal with a small opening such as a bleach or detergent bottle). Once sealed, these can typically be placed in the regular trash. Please check with your trash collector for more information.

You can also visit safeneedledisposal.org/about-us/

What should I do if my medication has been recalled?

While we will contact all patients impacted by medication recalls, if you suspect that the FDA has recalled your medication, we recommend contacting the dispensing pharmacy for more information and instructions.

What should I do if I have an emergency or disaster?

The effectiveness of some medications can be destroyed by high temperatures and flooding. Contact the pharmacy to discuss replacing your medication if they were exposed to heat, such as from a fire, or unsafe water.

If you experienced a loss of power and take medications that require refrigeration, contact the pharmacy to discuss steps to replace the medication.

More information can be found here:

FDA: [Safe Drug Use After a Natural Disaster](#)

MEDICATION ACCESS & COVERAGE

How much will my medication cost?

Your copay will vary depending on your insurance. We will provide your exact cost after your prescription has been processed.

What if my insurance company does not cover my medication?

Our staff works directly with your physician and insurance company to obtain coverage for your medication. If coverage is denied, we will contact you and your physician to discuss other options.

What if I am uninsured or cannot afford my medications?

If you are unable to afford your medications, our staff can discuss alternative payment options with you. UC Health can help you apply for public assistance or determine whether you qualify for discounts based on your family size, income and residency. Some patients may also be eligible for financial assistance through drug companies or charitable foundations. We can connect you with UC Health's Financial Assistance Program to review available options and help enroll you in a program if you meet eligibility requirements.

Will my insurance company let UC Health Specialty Pharmacy dispense the drug?

UC Specialty Pharmacy can dispense medications for most insurance plans. Some insurance companies may require use of a different pharmacy. If that happens, we will work with you to transfer your prescription to an eligible pharmacy of your choice.

Does UC Health Specialty Pharmacy have access to all specialty medications?

UC Health Specialty Pharmacy has access to most specialty medications. If we are unable to obtain a specific medication, we will contact you and arrange to transfer your prescription to another pharmacy that can provide it.

Will you ever substitute my medication with another one?

When available and allowed by law, the pharmacy will provide an FDA-approved generic version of the medication ordered. You have the right to refuse a generic medication; however, some insurance providers prefer the least costly medication to be dispensed.

REFILLS & DELIVERY

How do I order refills from the Specialty Pharmacy?

You can request a refill by calling the pharmacy or online. We do not automatically ship specialty medications. Even with online requests, we will need to verify information before delivery is scheduled. If you have questions or need assistance at any time, please call us during normal business hours.

How will my medication be delivered from the Specialty Pharmacy?

We offer delivery through UPS, USPS or courier services. When arranging your medication fills, we will verify your preferred delivery method and address to ensure accurate delivery.

Do I need to be home to sign for my delivery?

You may need to sign for your medication depending on the delivery method. This will be determined when setting up the delivery.

Can I pick up my medication in person?

We offer a curbside service at the Specialty Pharmacy, or you can pick up your medication at any of our UC Health Pharmacy locations (see page 5).

Can I fill my non-specialty medications at UC Health Specialty Pharmacy?

Typically, we do not fill non-specialty medications. If we receive a prescription for a non-specialty medication, we will transfer it to one of our retail pharmacies who will fill your medications and coordinate a separate delivery.

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 pharmacies can submit claims to your health insurance provider. Our patient care team members can 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 people with healthcare needs who 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/financial-assistance](https://www.uchealth.com/financial-financial-assistance) for downloading and printing.

Copies of the financial assistance documents are also available at registration/admissions areas for all hospital locations, and at 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 calling us at 513-585-9700 or 1-855-779-6245.

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

pharmacy.ohio.gov/forms/complaint.aspx

URAC

1220 L. St. NW., Suite 400
Washington, DC 20005

urac.org/file-a-grievance



UC Health
uhealth.com