



ACCREDITED

Specialty Pharmacy
Expires 04/01/2024



WELCOME PACKET SPECIALTY PHARMACY SERVICES

Version 1.2

UAMS[®]

For a Better State of Health



WELCOME TO UAMS SPECIALTY PHARMACY SERVICES

Your doctor has prescribed a medicine that is a specialty medication, and we are here to help you work through this process. A specialty medication is a medicine that needs special attention because of several possible reasons. The medicine may be very expensive. The medicine may have side effects your doctor and pharmacist need to watch for and manage. Your insurance company or the federal government may require certain rules be followed when this medication is prescribed.

Specialty Pharmacy Services at UAMS is part of the University of Arkansas for Medical Sciences family. Some of our pharmacists are working in the clinic with your doctor. Others are working in the pharmacy in close contact with your doctor or nurse. Because we are a part of the UAMS system, we know your doctor and they know us. We work together to find a treatment plan that works for you. Your doctor and pharmacist stay in close contact throughout your treatment to be sure you are getting the best results possible.

Please review the forms included in this packet so that we may provide you with the best care possible.

We ask that you:

- Carefully read each form
- Complete, sign and date the UAMS Specialty Pharmacy Services form as indicated.
- Return the forms in the pre-paid envelope to UAMS Specialty Pharmacy Services

If you have any questions, please call us at 501-686-5100 or toll free at 844-686-5100.

We look forward to providing you with the best service possible!

Thank you for choosing us as your specialty pharmacy!

Sincerely,

UAMS Specialty Pharmacy Services
4301 W. Markham St. Slot 547/10
Little Rock AR 72205
844-686-5100 (toll free)
501-686-5100



MISSION STATEMENT

The mission of UAMS Specialty Pharmacy Services is to provide access to specialty medications for UAMS patients and employees in a cost-effective manner. This service will provide information and clinical services to ensure the safe and effective use of these medications with an emphasis on personalized patient care. Specialty Pharmacy Services will act as a liaison between the physician, patient, pharmacy, payer, and drug manufacturer.



UAMS SPECIALTY PHARMACY SERVICES

HOURS, CONTACT INFORMATION AND LOCATION

SPECIALTY OFFICE HOURS The office is staffed Monday through Friday 8:00 am – 4:30 pm. It is closed on the weekends and all state holidays. When we are closed an answering service will take your call. A clinical pharmacist is on call after hours for urgent clinical questions.

PHONE 501-686-5100

TOLL-FREE 844-686-5100

EMAIL specialtypharmacyservices@uams.edu

OFFICE HOURS Monday – Friday, 8 a.m. – 4:30 p.m.

UAMS OUTPATIENT PHARMACY

UAMS Specialty Pharmacy Services is in the UAMS Outpatient Pharmacy on the 1st floor of the Outpatient Center.

The Outpatient Pharmacy is open Monday through Friday 8:30 am to 6:00 pm. It is closed on the weekends and all state holidays.



UAMS Specialty Pharmacy Services will be closed on the following state holidays:

- New Year's Day (January 1st)
- Dr. Martin Luther King's Birthday (the third Monday in January)
- George Washington's Birthday (the third Monday in February)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (the first Monday in September)
- Veteran's Day (November 11)
- Thanksgiving Day (fourth Thursday of November)
- Day after Thanksgiving (only if declared by the Governor)
- Christmas Eve (December 24)
- Christmas Day (December 25)
- Any other state holiday as declared by the Governor

When to contact us:

- When you have any questions about your medicine
- When you think you are having a side effect or allergic reaction
- When you start or stop any medicine, even those medicines you get filled at another pharmacy.
- When your contact information or delivery address has changed
- When your insurance information or payment has changed
- When you need to check the status of your delivery
- When you need to reschedule or change your delivery
- When you have any questions or concerns about our specialty pharmacy service including medicine order delays

Specialty Pharmacy Services at the University of Arkansas for Medical Sciences is here to help you get your specialty medication. We take care of the following tasks for you and your doctor so you can get your medication as quickly as possible.



**BENEFITS
INVESTIGATION:**

When we receive a prescription for a specialty medication we will first find out if your insurance will pay for the medicine. If they will, we find out how much they will pay and how much the insurance company expects you to pay. We will tell you of any costs such as deductibles, co-pays and co-insurance before we fill your prescription. Your insurance company may also have rules about which pharmacy can fill your specialty medication. Also, a drug may only be available at a certain pharmacy. If our pharmacy is out of your insurance network, we will provide you with the cost of the medication and we will let you know how to get in touch with an in-network pharmacy.

**PRIOR
AUTHORIZATIONS:**

Very often your insurance company will not pay for a specialty medicine unless the doctor tells them why the medicine is being used. This is called a prior authorization. Our service can complete this process on behalf of your UAMS doctor. Prior authorizations may take several business days and sometimes must be appealed. The Specialty Pharmacy will do everything we can to make sure you get your medication in a timely manner.

**FINANCIAL
ASSISTANCE:**

Sometimes your insurance company will only pay for part of the medication leaving you to pay the rest. This can be a lot of money. Our service works with the makers of your specialty medicines to find ways to make your medicine more affordable. We also work with non-profit organizations that provide grants to help pay for medicines. When we have finished looking at all the options, we will call you and talk with you about how much the medicine will cost and if this is affordable for you. If you do not have insurance or need help with your part of the cost, we will work with the maker of the medicine and non-profit organizations to help you get your medicine. You may have to fill out more paperwork and provide income information to get this financial help.

EDUCATION:

Our service wants you to understand why your doctor chose your specialty medicine. Our pharmacists will talk with you about your condition, medicine, and any side effects the medicine may cause. The pharmacists will also let you know the best way to take the medicine so that you will have the best possible result with fewer side effects. Please call us if you have any side effects at 501-686-5100 or toll free at 844-686-5100. You will also receive written information about your medicine to help you understand more about your medicine.

SHIPPING:

Our Specialty Pharmacy provides free shipping to our patients as well as UAMS Outpatient Pharmacy pick up Monday through Friday 8:30 am to 6:00 pm in Little Rock, AR. We want you to be able to get your medicine when you need it without having to worry. If your medicine is one that you must inject, a disposal container and other supplies will be provided. All medications are shipped in special packaging that will store the medicine at the right temperature during shipping. Once you receive the package, immediately take the medication out of the box, and store it at the appropriate temperature. If the package looks damaged or is not at the right temperature, please call us immediately at 844-686-5100 or 501-686-5100.

**PATIENT
MANAGEMENT
PROGRAM:**

As a patient of our specialty pharmacy program, we monitor your medications and progress with our disease specific Patient Management Program. This program is designed to provide benefits to you such as managing side effects, increasing adherence to drug therapies, and overall improvement of your health. These things can happen when you are willing to follow the treatment plan determined by you, your doctor, and your pharmacist. 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. To contact us please call 844-686-5100 or 501-686-5100.

REFILLS: You will be contacted by a team member 5 – 7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a medication access coordinator or pharmacist to process your refill requests. Please contact us 5 – 7 days before you need your medication. Our staff will work directly with your doctor and insurance company to get your medicine covered. If needed, we can help you get a refill for lost or stolen medication or if you need extra medication for a vacation.

PRESCRIPTION TRANSFERS: If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to a specialty pharmacy of your choice. Please call us to discuss transferring your prescription at 844-686-5100 or 501-686-5100. If our pharmacy can no longer fill your medication due to changes in your insurance or other reasons, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.

ADVERSE DRUG REACTIONS: If you are experiencing adverse effects to the medication, please contact your doctor or the pharmacy at 501-686-5100 or 844-686-5100 as soon as possible. For severe allergic reactions, call 911 for immediate care.

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 shipping the medication to inform you of the substitution.

PROPER DISPOSAL OF SHARPS: Place all needles, syringes, and other sharp objects into a sharps container. This will be provided by the pharmacy if you are prescribed an injectable medication. For those needing to dispose of needles, you may visit www.safeneedledisposal.org and click on your state for information.

PROPER DISPOSAL OF UNUSED MEDICATIONS: Because we care about your safety and our environment, we ask that you dispose of your unused medications properly. You may visit www.disposemymeds.org to find a drop-off location near you or you may bring your unused medications to the drop box at the UAMS Emergency Room or UAMS Outpatient Pharmacy. 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:

<http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>

<http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm>

DRUG RECALLS: If your medication is recalled, the specialty pharmacy will contact you with instructions as directed by the FDA or drug manufacturer.

EMERGENCY DISASTER PREPAREDNESS INFORMATION: In the event of an emergency or 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. If the pharmacy has an emergency, you will be contacted to discuss what needs to be done to make sure your therapy is not interrupted.

We have an emergency preparedness plan in case a disaster occurs. Disasters may include fire, chemical spill, weather, and community evacuations. Our goal is to continue to take care of your prescription needs. We will do everything we can to make sure you have enough medication.

1. The pharmacy will call you 3-5 days before a forecasted local weather emergency in the Little Rock, AR area.
 - a. If you are not in this area but may have a weather emergency, you are responsible for calling the pharmacy 3-5 days before the weather emergency if you need your medication refilled.
2. The pharmacy will send your medication as soon as possible during any suspected weather disaster emergencies.

**EMERGENCY
DISASTER
PREPAREDNESS
INFORMATION:**

3. If the pharmacy cannot get your medication to you before a weather disaster emergency, the pharmacy will transfer your prescription to a local pharmacy so you can refill the medication closer to where you live.
4. If a local disaster occurs and the pharmacy cannot reach you by phone or you cannot reach the pharmacy, please listen to your local news for advice on obtaining medication. Visit your local hospital immediately if you will miss a dose.
5. The pharmacy recommends all patients leave a secondary contact number in case of emergencies.

If you have a personal emergency and you need your medication before your next refill, please contact the pharmacy and we will help you.

**INFECTION
CONTROL
INFORMATION:**

The most important step to prevent the spread of germs is hand washing. Be sure to wash your hands each time you cough, sneeze, or blow your nose. It is important to wash your hands before you eat and anytime you touch anything dirty like blood or wounds. Don't forget to wash your hands after you use the bathroom.

When cleaning your hands with soap and water take the following steps:

- Wet your hands and wrists with warm water.
- Using soap, work up a good lather and rub hard for at least 15 seconds getting soap on all areas of your hands.
- Rinse your hands with water well.
- Use a clean paper towel to dry your hands well.
- Use a clean paper towel to turn off the water to avoid touching the faucet in public areas.
- Throw the paper towel away.

When cleaning your hands with hand sanitizer or waterless hand cleaners take the following steps:

- For gel products, use one squirt.
- For foam products, use a golf ball size amount.
- Apply these products to the palm of your hand and rub your hands together.
- Cover all surfaces of your hands and fingers and rub until your hands are dry.

FOLLOW-UP:

Once you have your medicine, our service will continue to work with you. We are here to answer any questions you may have. You will receive an outreach call when it is time to refill your medicine. If you are out of refills, we will contact your doctor for a new prescription. We want you to have the best results possible, so we are here to encourage you and work through any problems with you. You may call us at any time with questions about your treatment or your medicines at 844-686-5100 and one of our team members will be happy to help you. A pharmacist is available 24 hours a day by calling 844-686-5100. In an emergency, please contact your local emergency service by dialing 911.

For additional information regarding your condition or diagnosis, you can visit the following websites:

Allergy and Immunology	www.aaaai.org
Inflammatory Bowel Disease (Crohn's Disease/Ulcerative Colitis)	www.crohnscolitisfoundation.org www.gastro.org
Cystic Fibrosis	www.cff.org
Hepatitis	www.liverfoundation.org
Hereditary Angioedema	www.haea.org
HIV/ID	www.thebody.com
Rheumatology	www.rheumatology.org
Dermatology	www.aad.org/public
Multiple Sclerosis	www.nationalmssociety.org www.cancer.gov/publications/patient-education
Oncology/Hematology/ Stem Cell Transplant/Multiple Myeloma	www.Myeloma.uams.edu/myeloma-related-diseases/ www.oralchemoedsheets.com
Pulmonary Hypertension	www.phassociation.org www.rarediseases.org/rare-diseases/tardive-dyskinesia
Movement Disorders	www.hdsa.org/find-help/community-social-support



BILL OF RIGHTS AND RESPONSIBILITIES

UAMS Specialty Pharmacy Services recognizes that patients have automatic rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the pharmacist on duty.

Patients and their families also have responsibilities while under the care of UAMS Specialty Pharmacy Services to assist in providing safe, high-quality health care for themselves and others. This includes understanding your role, rights, and responsibilities for your individual plan of care. The following patient rights and responsibilities are provided to and expected to be upheld by patients and their legally authorized individuals to ensure that the best care possible can be provided to the patient.

AS OUR PATIENT, YOU HAVE THE **RIGHTS** LISTED BELOW:

- To be fully informed in advance about care/services to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- To be informed, in advance, both orally and in writing, of care being provided, the charges and payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- To receive information about the scope of services that the organization will provide and specific limitations on those services
- To participate in the development and periodic revision of the plan of care
- To refuse care or treatment after the consequences of refusing care or treatment are fully presented
- To be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- To have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- To be able to identify visiting personnel members through proper identification
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- To receive information to assist in interactions with the organization
- To receive information on how to access support from consumer advocates
- To receive information about health plan transfers to a different facility or Pharmacy Benefit Management organization that includes how a prescription is transferred from one pharmacy service to another.
- To receive information about product selection, including suggestions of methods to obtain medications not available at the pharmacy where the product was ordered
- To receive information about an order delay, and assistance in obtaining the medication elsewhere, if necessary.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans
- To voice grievances/complaints regarding treatment, care, or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal

- To have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- To be advised on the agency's policies and procedures regarding the disclosure of clinical records
- To choose a healthcare provider, including an attending physician, if applicable
- To receive appropriate care without discrimination in accordance with physician's orders, if applicable
- To be informed of any financial benefits when referred to an organization
- To receive pharmacy health and safety information including consumers rights and responsibilities
- The right 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 the state and federal law
- To identify the programs staff members, including their job title, and to speak with a staff members supervisor if requested
- To speak with a health care professional
- To receive information about the patient management program
- To receive administrative information regarding changes in, or termination of, the patient management program
- To decline participation, revoke consent, or disenroll at any point in time

PATIENTS HAVE THE **RESPONSIBILITY** TO:

- To notify your Physician and the Pharmacy of any potential side effects and/or complications
- To submit forms that are necessary to receive services
- To provide accurate clinical, medical, and contact information and to notify the patient management program of any changes
- To notify the treating provider of participation in the services provided by the pharmacy, such as the patient management program
- To maintain any equipment provided
- To notify the pharmacy of any concerns about the care or services provided
- To participate in the development and updating of a plan of care



All patients seen at UAMS are asked to sign a Notice of Privacy Practices which applies to the Specialty Pharmacy Services. This notice can be viewed at www.UAMShealth.com. We will be glad to print one out for you on request.

If you think an error has occurred or would like to make a complaint, please call Specialty Pharmacy Services at 844-686-5100 and ask for the manager. Complaints may also be made by calling the UAMS Hospital Administration at 501-603-1452. Complaints made to the UAMS Specialty Pharmacy Services will be investigated by the Assistant Director of Pharmacy Specialty Pharmacy Services and resolved within 14 days. You will be informed of the resolution via telephone.

Complaints may also be made to Arkansas State Board of Pharmacy by mail or through its website:

Arkansas State Board of Pharmacy
322 S. Main St.
#600
Little Rock AR 72201
Website: <http://www.pharmacyboard.arkansas.gov>.

UAMS Specialty Pharmacy Services is a URAC accredited specialty pharmacy. You may also file a grievance with the accrediting body through its website or via email:
Website: <https://www.urac.org/file-a-grievance>
Email Address: grievances@urac.org

UAMS Specialty Pharmacy Services is an Accreditation Commission for Health Care (ACHC) accredited specialty pharmacy. For further information, you may contact ACHC toll-free at (855) 937-2242 or 919-785-1214. Website: <http://achc.org/contact/complaint-policy-process>

UAMS Specialty Pharmacy Services works hard to provide the best service possible. Please let us know if there is something we can do to improve our service to you. We will send out surveys for you to review our service. Please take the time to let us know how we are doing so we can continue to improve. Feel free to contact us at any time to discuss any needs, suggestions or ideas.

Specialty Phone: 501-686-5100 Specialty Toll free: 844-686-5100

Email: specialtypharmacy@uams.edu



UAMS®

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