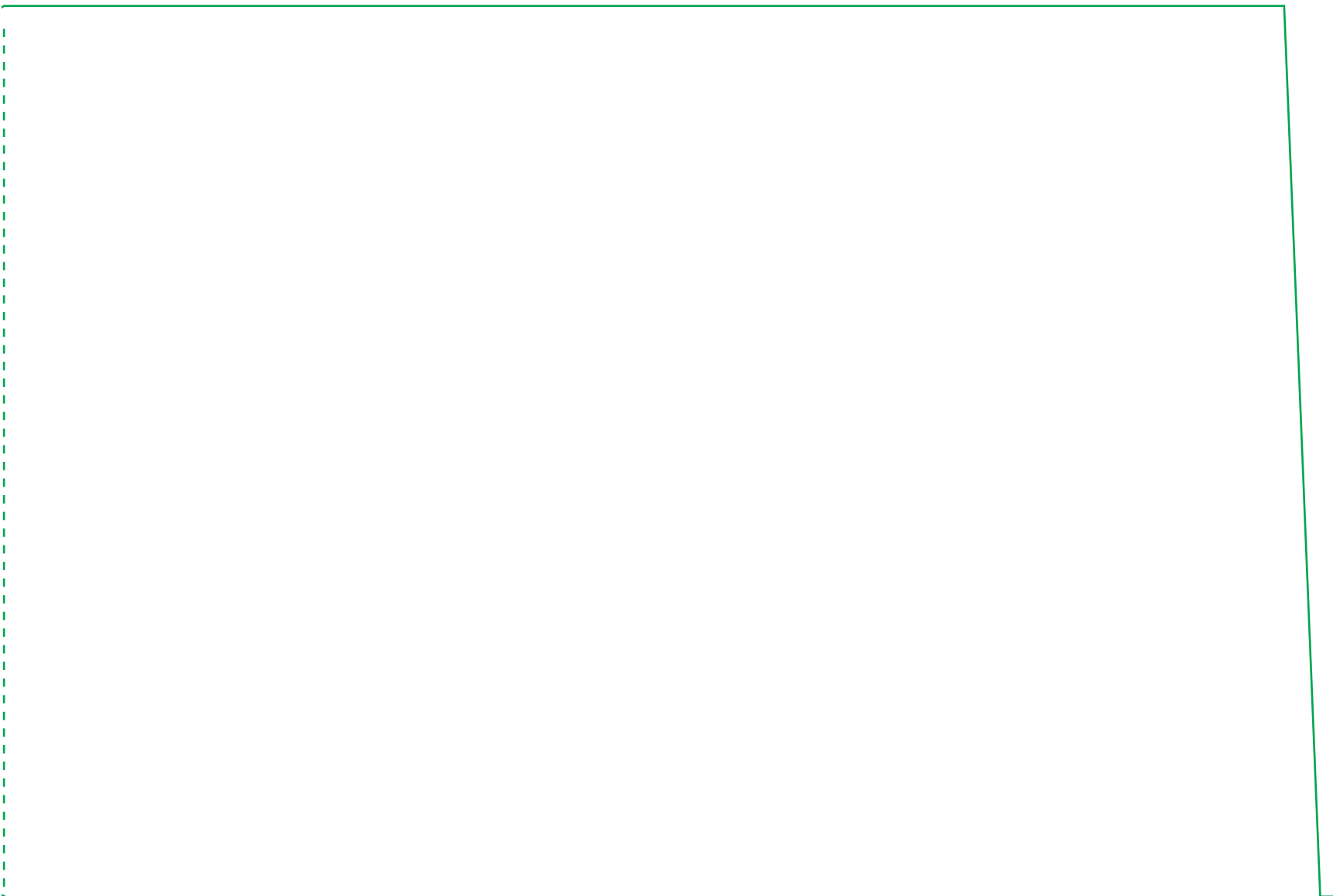




MEMORIAL[®]
HERMANN
Specialty Pharmacy



Memorial Hermann Specialty Pharmacy—Welcome Packet

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Welcome to the Memorial Hermann Specialty Pharmacy

Thank you for selecting Memorial Hermann Specialty Pharmacy as your specialty pharmacy provider. We are committed to providing you or your loved one with quality products and exceptional care.

Please review the information in this welcome packet. It explains our services and answers some frequently asked questions.

The packet also includes a Specialty Pharmacy Service Agreement form to ensure your privacy and allow us to bill your insurance company on your behalf, which will help us provide accurate statements, assist in payment processing, and resolve problems efficiently. Please complete and return it to our pharmacy as soon as possible. You can mail it in the enclosed self-addressed envelope or scan and email it to specialtypharmacy@memorialhermann.org.

If you have questions about our services or prescription delivery, please call us toll-free at 1.833.234.6477 or 281.698.6100 (local number).

Thank you for choosing Memorial Hermann Specialty Pharmacy. We sincerely appreciate the opportunity to serve you!

Your Memorial Hermann Specialty Pharmacy Team

Memorial Hermann Specialty Pharmacy Contact Information

21501 Park Row Dr., Suite 200
Katy, TX 77449

Toll-Free Phone Number: 1.833.234.MHSP (1.833.234.6477)

Local Number: 281.698.6100

Email: specialtypharmacy@memorialhermann.org

Website: <http://specialtypharmacy.memorialhermann.org/>

Hours: Monday - Friday, 9 a.m. - 6 p.m., CST

Memorial Hermann Specialty Pharmacy is closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

For after-hours questions, please call the toll-free number and speak to an on-call pharmacist.





Your Pharmacy Team

At Memorial Hermann Specialty Pharmacy, we know that living with illness can be difficult. That is why we are here to help. Our goal is to support you and your prescriber so you receive the best possible care during your treatment. As advocates for your health, we are here to answer any questions you may have. Pharmacy team members can provide emotional support and talk with you about any issue related to your health. We can also help identify community resources and programs that offer financial assistance in general or related to your prescription.

We offer personalized patient care and education from a dedicated team. Your committed pharmacy team includes:

Specialty Prescription Coordinator

- Performs benefit investigation and verification, ensuring you receive full and correct benefits
- Resolves claim rejections, including completing prior authorizations with your prescriber's office
- Answers your billing or insurance questions
- Researches copay assistance options
- Provides updates on your medication order
- Helps you schedule a refill shipment to make sure your medications are delivered at the best time and place for you

Pharmacist

- Is specially trained in management of medications for complex diseases to provide clinical support 24 hours a day, 7 days a week
- Works with your prescriber to make sure you are receiving the most appropriate medication
- Makes sure your medication does not interact with any others you are taking
- Teaches you how your medication works and answers any questions you may have
- Follows up to see how you are doing with medications
- Ensures you are on track to reach your best possible health outcomes
- Provides suggestions to help you manage side effects
- Makes sure you understand how and when to take your medication

To provide comprehensive care, it is important for us to know your medication history, current medications, allergies and health conditions. Please have this information available and update us on any changes.

If your primary language is not English, Memorial Hermann Specialty Pharmacy has access to qualified interpreters to assist with phone calls about your medication, at no charge to you. If you need this service, please notify a member of our team.

For patients with hearing or speech disabilities, use your teletypewriter (TTY) or dial 711 on your telephone to reach a Telecommunications Relay Services (TRS) operator who will help facilitate communication.

Your call is important to us, no matter the question or concern. We appreciate the opportunity to be your full-service specialty pharmacy throughout your treatment.





Obtaining Medications and Available Services

Filling a New Prescription

Memorial Hermann Specialty Pharmacy will work with your prescriber when you need a new prescription. In many cases, your prescriber will send your new prescription directly to us.

If you would like to transfer a specialty medication prescription to our pharmacy or from our pharmacy to another pharmacy, please let us know and we will handle the transfer for you.

Medication Delivery

We will coordinate delivery of your specialty medications to your home, prescriber's office, or other approved location. We will also include necessary supplies such as needles, syringes and alcohol swabs free of charge.

Some medications require a signature upon delivery. We will let you know if your medication will require a signature when setting your medication delivery date. We can send the medication to an alternate location, if you cannot receive the package in person at home.

You can help us provide you with excellent service by verifying the accuracy of your shipments when you receive them. Please call our pharmacy to report any concerns, discrepancies, or suspected medication errors.

In the event of a delivery delay, Memorial Hermann Specialty Pharmacy will make every effort to contact you in advance to prevent interruptions in therapy. If the medication does not arrive by the end of the expected day, please contact us as soon as possible.

Ordering Re fills

Before your medication runs out, a member of your pharmacy team will call to check on your progress and process your refill.

If you have any special circumstances that may affect your next refill (upcoming travel, for example), let us know so that we can try to accommodate your needs.

Unavailable Medications

If Memorial Hermann Specialty Pharmacy cannot fill a prescription, we will work with you and another pharmacy to ensure you receive your medication. We will also notify your prescriber of the change.

Pharmacist Assistance

Our pharmacists are specially trained on your medication and can answer questions about your care plan. Please call us if you have any questions about your treatment.

A pharmacist is available 24/7 for any urgent needs relating to your medication. After normal business hours, please leave a message on our after-hours line and the on-call pharmacist will contact you.

In the case of an emergency, call 911.

Drug and Health Information

When your prescription arrives, it will include written information about your medication. Please read it carefully before you begin. If you have questions regarding your medication, call our pharmacy to speak to a pharmacist.

If you would like more information about your diagnosis and other treatment options, please contact our pharmacy or visit our website at <http://specialtypharmacy.memorialhermann.org/>.

Inclement Weather

We will make every effort to deliver your supplies early if a weather warning is in place. A representative will contact you—in order of disaster priority—with any special instructions. Please make sure your contact information on file is up to date to avoid disruption in therapy.

Patient Management Program

We offer several comprehensive, no-cost therapy management programs through the Patient Management Program. This proactive, clinically based program provides specific care to manage your condition, including:

- Routine clinical evaluation
- Assessment of educational needs
- Management of medication use

Participation is voluntary, and you may opt out at any time. For more information about the Patient Management Program, please contact the pharmacy.





Payments and Insurance Claims

Billing

Memorial Hermann Specialty Pharmacy will bill your insurance company for you. You may still have to pay a portion, called a copayment or coinsurance. We will tell you how much your copay will be. Payment is due when you order your prescription or refills.

If your insurance company sends you a check for a medication we dispensed, call us and we will let you know what needs to be done.

The cash price of your medication can be provided upon request.

Payment Options

We offer two methods of payment:

- Credit or debit card over the phone. We accept Visa, MasterCard, American Express, and Discover.
- Health Savings Account (HSA) or Flex Spending Account (FSA) card.

A member of our team will review these options with you at the time of each fill to determine what works best for you.

Outstanding Balances

If, for any reason, you owe a balance, it needs to be paid prior to your next refill.

Payment Plan

If you need help arranging a payment plan, please inform a member of our team.

Insurance Changes

To prevent interruption in your therapy, please let us know immediately about any change(s) in your insurance. This will ensure a smooth transition and prevent shipping delays. If our pharmacy cannot fill your prescription because of a change in coverage, we will transfer it to a pharmacy that your health plan allows.

Appeals

If your health plan denies coverage for your medications, or if you disagree with medication benefits or coverage, you may have the right to appeal with your health insurance provider. Contact your health plan for more information.

General Information

Medication Questions

If you have questions about your medication(s), you can consult with one of our pharmacists.

The name of your prescriber is also on the label. If you want to talk to your prescriber and need the phone number, call our pharmacy and we will help you find it.

We understand that some medications may have some unpleasant side effects, or may be difficult to administer. Our pharmacists are available to offer advice or to contact your prescriber about managing side effects.

In case of an emergency, call 911 immediately.

Reporting Adverse Drug Reactions

Contact Memorial Hermann Specialty Pharmacy or your prescriber for medical advice about side effects. Call 911 or have someone drive you to a local emergency room if the reaction appears serious or life-threatening. You may also report adverse drug reactions to the FDA at 1.800.FDA.1088 (1.800.332.1088) or the FDA/MedWatch website www.fda.gov/medwatch.





Generic Medication Substitution

Whenever possible, Memorial Hermann Specialty Pharmacy will substitute a lower-cost generic medication for a brand name unless you or your prescriber has asked for a specific brand-name drug. This may occur for new prescriptions, refills, therapeutic interchanges and prescription transfers.

Handling of Medications and Supplies

Your medication should be stored appropriately. Specific storage requirements will be discussed with you. In addition, this information will be sent with your medication. If you have any questions or concerns regarding the storage of your medication, contact the pharmacy.

The prescription label or information that comes with your medication may give you specific disposal instructions. Do not flush medications down the sink or toilet unless this information specifically tells you to do so. Contact the pharmacy or follow your local or state regulations for options on disposing medications and sharps.

For more information on proper disposal of unwanted or unused medications, check the FDA website at <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>.

Returns

The Texas State Board of Pharmacy forbids resale or reuse of a previously dispensed medication item. As a result, Memorial Hermann Specialty Pharmacy cannot issue credit for unused or excess products. Be sure to tell us the exact amount of medication that you have on hand when scheduling your next shipment.

If your medication or supplies are defective, we will arrange for return and reshipping.

Special Packaging

Exposure to extreme heat, cold or humidity can affect how well a medication works. Memorial Hermann Specialty Pharmacy uses special packaging to protect your medication and ensure its effectiveness.

If your medication is sensitive to temperature changes, you may find ice packs in your delivery package, even if the medication does not need to be refrigerated. You may occasionally notice a change in the number and temperature of ice packs in a delivery package based on the time of year and the current weather.

Contact the pharmacy if you have questions or concerns about the packaging.

Consumer Advocacy Support

The National Association of Consumer Advocates and the Texas Division of Consumer Protection offer useful information about consumer protection and advocacy services.

- National Association of Consumer Advocates:
<http://www.consumeradvocates.org/for-consumers>
- Texas Division of Consumer Protection:
<https://www.texasattorneygeneral.gov/cpd/consumer-protection>

Concerns or Complaints

We want to work with our patients in delivering the highest quality of health care. If you have concerns with the care or services we have provided, please inform a member of our team. If you wish to file a written complaint, please let us know and we can provide you with a form to complete. We take concerns very seriously and view them as opportunities to improve our services.

Additionally, complaints concerning the practice of pharmacy may be filed with:

Texas State Board of Pharmacy
George H. W. Bush State Office Building
1801 Congress Avenue, Suite 13.100
Austin, TX 78701
512.305.8000 or 800.821.3205 (toll-free)
www.pharmacy.texas.gov

Accreditation Commission for Health Care
855.937.2242





Handwashing

Handwashing is the most important method of preventing the spread of germs and infections.

Wash your hands with soap and water often, especially:

- After using the bathroom
- After coughing, sneezing, or blowing your nose
- Before taking or administering your medication
- Before eating and drinking
- Before and after contact with body fluids, cuts, wounds, dressings or bedpans
- When they are visibly soiled

Follow these steps when washing your hands:

- Wet your hands with warm water.
- Apply a small amount of soap.
- Scrub your hands from front to back, as well as between the fingers, for at least 20 seconds. Don't forget under the fingernails and under any rings.
- Rinse with warm running water.
- Dry hands with paper towels.

You may use alcohol-based hand sanitizers when:

- You've been in contact with germs and no visible soil is present.
- Soap and water aren't available.

To clean your hands with alcohol-based hand sanitizers:

- Apply to palm of one hand, using the amount recommended on the bottle label.
- Rub hands together, making sure that you cover the entire surface of your hands and fingers, until both hands are dry.

Emergency or Natural Disaster Preparation

In the event of an emergency or natural disaster, follow instructions from your local law enforcement, civil defense, and emergency preparedness.

- Take enough medication and supplies to last you through the emergency.
- If you use an infusion pump or other electronic medical device, be sure to take it with you.
- Transport refrigerated medications in an ice-filled cooler.
- When you are able, call Memorial Hermann Specialty Pharmacy to let us know where you are and how to contact you during the event.

Patient's Rights and Responsibilities

Patient's Rights

Our pharmacy cares for all patients, regardless of race, creed, sex, national origin, religion, disability, sexual orientation, or economic status. As a patient of Memorial Hermann Specialty Pharmacy, you have the right to:

- Be fully informed of one's rights and responsibilities.
- Be treated with dignity and respect.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of contact, as well as any modifications to the plan of care.
- Participate in the development, implementation, and periodic revision of your plan of care, and to make informed decisions regarding your care.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Receive information about your condition, medication, proper medication use and storage, and side effects.
- Receive appropriate care without discrimination in accordance with the prescriber's orders, if applicable.
- Communicate with all who are involved in your care; reasonable effort will be made to overcome language barriers.





- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Select individuals who may be a part of the care planning or provide you with pharmacy services.
- Expect all persons involved in your care to identify themselves by name and title.
- Be informed, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible.
- Receive an itemized bill upon request.
- Be informed of any financial benefits when referred to another organization.
- Maintain confidentiality and privacy of all information contained in your clinical record of Protected Health Information (PHI) and to obtain information contained in your record within a reasonable time frame.
- Participate or refuse to participate in research, investigational or experimental studies, or clinical trials. If you elect to participate, research can begin only after appropriate informed consent has been given.
- Register complaints about care or treatment through the pharmacy and to receive a timely response to those complaints without restraint, interference, coercion, discrimination or reprisal.

For patients who have not yet reached the age of majority, these rights are exercised by the patient's parent or legal guardian.





Patient's Responsibilities

As a patient of Memorial Hermann Specialty Pharmacy, you have the responsibility to:

- Provide accurate and complete information regarding past and current illnesses, hospitalizations, medications, allergies and other medical information, including changes in insurance and contact information.
- Notify the pharmacy staff of side effects or changes to medical condition, and notify the pharmacy staff if your prescriber stops your therapy.
- Notify the treating prescriber of participation in the services provided by the pharmacy.
- Request more information about anything that you do not understand in regard to your medication and the services provided.
- Submit forms that are necessary to receive services to the extent required by law.
- Notify the pharmacy staff of any questions or concerns about the care or services provided.
- Participate in the development of your plan of care and to carry out the plan as instructed.
- Notify the pharmacy if any services or deliveries need to be rescheduled.
- Pay certain charges if they are not covered by your insurance.
- Respect the rights of pharmacy staff.

Patient Management Program

Memorial Hermann Specialty Pharmacy has created a specialized model of care for patients with chronic and complex conditions. The program, which focuses on compliance and adherence to drug therapy, covers the spectrum of care from monitoring therapy to managing side effects. Our goal is to help you achieve the desired clinical result by carefully following your medication regimen.

Our care team will contact you or your caregiver before each new and refill shipment to arrange delivery and monitor therapy outcomes. We will also contact you throughout your therapy to help you use your medication properly and manage side effects in collaboration with your prescriber. Our pharmacists are available to help you manage critical aspects of your care.

Participation in the Patient Management Program is voluntary, and you may opt out at any time. For more information or to opt out of the Patient Management Program, please contact the pharmacy.



Patient Management Program Patient Rights and Responsibilities

You have the right to:

- Have personal health information shared with the program in accordance with state and federal law.
- Identify a staff member of the program and to ask to speak with that person's supervisor.
- Speak to a health professional.
- Receive information about the program.
- Receive administrative information about changes in, or termination of, the program.
- Decline participation or revoke consent at any time.

You also have the responsibility to:

- Give accurate clinical and contact information and to notify the program of changes in this information.
- Notify your prescriber of your participation in the program, when applicable.

We want you to be fully aware of both the benefits and limitations of the Patient Management Program.

Potential benefits include:

- Enhanced support from our clinical team
- Help with taking medications correctly and consistently
- Regular monitoring of side effects and drug interactions
- Improved health outcomes
- Reduced medical costs from avoidable complications and medical visits
- Out-of-pocket prescription copay savings for eligible patients in need

Limitations include:

- You must be willing to actively participate to gain benefits from the program.
- You must adhere to prescribed drug therapy.
- You must be willing to provide updates on your health status.
- Patient management consultations do not replace physician appointments.



Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy provides injectable, oral and infused medications. These complex and costly medications, which usually require special storage and handling, may not be readily available at your local pharmacy. Sometimes, they have side effects that require monitoring by a trained pharmacist. Memorial Hermann Specialty Pharmacy provides these medications while offering excellent customer service and clinical support to you and your caregivers.

How important is it to take all of my medications?

The best thing you can do to ensure successful treatment is to follow your prescriber's instructions for both the amount of the medication (for example, one tablet once a day) and the length of time (for example, every day for 3 months).

We understand that some medications may have unpleasant side effects or may be difficult to administer. Our pharmacists are available to offer practical advice or to contact your prescriber about managing side effects.



How do I order a refill? Will you automatically send it to me?

Memorial Hermann Specialty Pharmacy does not automatically send your medications. At least a week before a refill is due, a member of your pharmacy team will call to schedule the delivery. We will confirm that you are still taking the medication, that your prescriber has not changed the dose, and that you are not having any unmanageable side effects.

How long does it take to receive my medications?

Medications are usually shipped within 24 to 48 hours after we receive and schedule delivery of your prescription. We will provide supplies such as needles, syringes and alcohol swabs at no charge. To check the status of your order, contact the pharmacy.

What happens if there is a drug recall/shortage?

We will notify you and your prescriber if a drug recall or shortage affects any of your prescriptions. The nature of every recall or shortage is slightly different. If you are affected, we will provide guidance on available options.

What if I have questions about my medications?

Our team of pharmacists is available to answer your questions, 24/7. If you have urgent or emergency issues or clinical questions after normal business hours, leave your contact information. The pharmacist on call will promptly contact you.

How does copay assistance work?

Members of our team can help you identify resources for copay assistance. Once you have been approved, we will handle billing for you. We will charge your insurance first and then the copay assistance organization. Depending on the copay assistance organization, you may have to cover a portion of the copay.

Many copay assistance organizations have a maximum amount they will pay on a patient's behalf per year. If your copays exceed this limit, you may be responsible for the remaining balance.

If you have been conditionally approved for copay assistance through patient assistance funds or organizations, you must complete and return all paperwork and supporting documentation. We can help you through this process.

Completing the required paperwork in a timely fashion is important to ensure your access to the most assistance available.





What do I need to be aware of while traveling?

At least 2 weeks prior to your departure, take an inventory of your medication. This should give you enough time to obtain any prescriptions you need and/or to get a shipment delivered to your home.

If you expect to need an early refill before your trip, please call our pharmacy and we will find out if your insurance will provide a vacation override.

When you leave, carry your medication in its original container with the necessary supplies. Pack your medication in a secure and easy-to-reach area of your carry-on luggage. If your medication requires refrigeration, pack it in a plastic bag inside an insulated container with an ice pack. Take care to make sure that the medication will not be damaged.

What are the Medicare Supplier Standards?

Memorial Hermann Specialty Pharmacy provides products that are subject to the supplier standards contained in the Federal regulations shown in 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at 42 CFR 424.57c (<https://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&rgn=div8&view=text&n ode=42:3.0.1.1.1.4.5.8&idno=42>). Upon request, Memorial Hermann Specialty Pharmacy will provide you with a written copy of the standards.

What is the Notice of Privacy Practices?

The Notice of Privacy Practices tells you how Memorial Hermann Specialty Pharmacy may use or share your health information. It also includes your health privacy rights and the right to file a formal complaint with Memorial Hermann Health System or the U.S. Department of Health and Human Services if you believe your privacy rights have been violated.

Which forms from this packet do I need to return?

Specialty Pharmacy Service Agreement form.



MEMORIAL[®]
HERMANN
Specialty Pharmacy

21501 Park Row Drive Suite
200
Katy, TX 77449

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