

UAB SPECIALTY PHARMACY

Frequently Asked Questions

WHY DO I NEED A SPECIALTY PHARMACY?

These complex and costly medications usually require special storage and handling and may not be readily available at your local pharmacy. These medications may also have side effects that require monitoring by one of our UAB specialty pharmacists who has direct access to your physician. Our goal is to exceed your customer service expectations while providing clinical support to both you and your caregivers.

HOW CAN I CONTACT UAB SPECIALTY PHARMACY SERVICES?

- Call us at 205-996-3300 or toll free at 855-292-6330
 - Our business hours are 8:00 am-4:30 pm Monday-Friday
 - Pharmacy locations:
 1. The Kirklin Clinic of UAB Hospital Pharmacy – 2000 Sixth Avenue South, Birmingham, AL 35233
 2. UAB Specialty Pharmacy – 601 19th Street South, 4th Floor Quarterback Tower, Birmingham, AL 35249
 - Pharmacists are available 24/7 for consultation as well as emergency and clinical situations--such as side effects, medication assistance and complaint resolution--and can be reached at 205-996-3300 or toll-free at 855-292-6330.
- You can also visit us on the web at uabmedicine.org/specialtypharmacyservices
- Email one of our patient care coordinators: specpharmsvcs@uabmc.edu
- Ask to speak with a Specialty Pharmacy Services representative during your next clinical visit

WHAT IS A PRIOR AUTHORIZATION (PA), AND HOW DOES THE PROCESS WORK?

A prior authorization is often required by your insurance company in order to fill your specialty medication. The UAB Specialty Pharmacy Services staff will work with your insurance company to explain why the medication is needed.

HOW DO I REFILL MY MEDICATIONS?

A UAB Specialty Pharmacy Services representative will attempt to contact you one week before you run out of your medications. If you run out before we reach you, or if you want to order your refill ahead of time, please call the patient care coordinators at 205-996-3300 or toll free 855-292-6330. Please allow 5 business days for processing and shipping your medications.

HOW MUCH WILL MY MEDICATION COST?

Your copay amount will vary based on your insurance plan. We will tell you the amount once we have processed your order.

WHAT IF I CAN'T AFFORD MY MEDICATIONS?

Some patients are eligible for financial assistance through drug companies or grants. Our patient care coordinators will perform a thorough review of the available options and enroll you in the program if you meet the requirements.

WHAT IF MY INSURANCE COMPANY DOESN'T COVER THE COST OF MY MEDICATION?

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

CAN I STILL GET ACCESS TO MY MEDICATIONS IF I DO NOT HAVE PRESCRIPTION INSURANCE?

Some pharmaceutical companies offer a medication assistance program. If available, we will research it and help you enroll.

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DOES UAB SPECIALTY PHARMACY SERVICES HAVE ACCESS TO ALL SPECIALTY MEDICATIONS?

UAB Specialty Pharmacy Services has access to most specialty medications. In the event we do not have access to your particular medication, we will transfer your prescription to a pharmacy that does and have that pharmacy contact you. We will also make sure that your physician is aware and knows where your medication is coming from.

WHAT IF UAB SPECIALTY PHARMACY SERVICES IS OUT-OF-NETWORK WITH MY INSURANCE?

If your insurance company considers UAB Specialty Pharmacy an out-of-network pharmacy, an explanation of the medication cost will be provided at the time of dispensing or if requested by patient.

WILL MY INSURANCE COMPANY LET UAB SPECIALTY PHARMACY SERVICES DISPENSE THE DRUG?

UAB Specialty Pharmacy Services can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you. We will also make sure that your physician is aware and knows where your medication is coming from.

WILL YOU EVER SUBSTITUTE MY MEDICATION WITH ANOTHER DRUG?

From time to time it is necessary to substitute generic drugs for brand-name drugs. This could happen due to your insurance preferring that a generic be dispensed or to reduce your copay. If your provider requests a substitution in therapy, a member of our staff will contact you prior to shipping the medication to inform you of the substitution.

WILL UAB SPECIALTY PHARMACY SERVICES 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 to:

- Verify prescription insurance information
- Obtain documentation of your income to enroll you in a financial assistance program (if necessary)
- Counsel you on the medication, if that wasn't done during your physician appointment
- Tell you that a prescription has been transferred to another specialty pharmacy
- Notify you of any FDA recalls of your medication

WHEN SHOULD I CONTACT YOUR PHARMACY?

You should contact a UAB Specialty Services Pharmacy if:

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

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered
- Helping you get access to medications during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support

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HOW CAN I ACCESS CONSUMER ADVOCACY SERVICES?

For patient care services, you can go to our website, uabmedicine.org/specialtypharmacyservices and select the patient care tab, which will allow you to select the condition that applies in your case.

WHAT SHOULD I DO IF I HAVE AN ADVERSE REACTION TO THE MEDICATION?

Patients experiencing adverse drug reactions or other problems should contact UAB Specialty Pharmacy Services or their prescribing physician. You should call 911 and have someone drive you to an emergency room if the reaction appears serious or life-threatening.

CAN I RETURN MY PRESCRIPTION?

Most prescription medicines cannot be returned to the pharmacy. If you suspect your medication is defective, please call UAB Specialty Pharmacy Services.

HOW DO I DISPOSE OF UNUSED MEDICATIONS?

For instructions on how to properly dispose of unused medications, please visit our website:

uabmedicine.org/specialtypharmacyservices

A written version of these instructions can be provided upon request. You will be notified by a UAB Specialty Pharmacy Services employee if there is a recall on your medication and given instructions on what to do.

PATIENT MANAGEMENT PROGRAM:

- The Patient Management Program is included at no cost to you and you are automatically enrolled as a patient of UAB Medicine. You may opt out at any time by calling 205-996-3300 or toll free at 855-292-6330.
- Pharmacists will work with you on any problems, concerns, or questions you may have regarding your medication therapy. Issues discussed include disease overview, medication, dose, dose frequency, interactions, side effects, physical assessments, and coordination of care with your physician when appropriate.
- UAB Medicine provides patient-specific, evidence-based health information about your condition, diagnosis, and treatment plan. A list of the information sources is available upon request. If available, an employee will provide you with additional educational resources such as websites, counseling groups, and other providers that may be beneficial to you.
- The potential health benefits of this program include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and when coordination of care with your physician is necessary. Your pharmacist will have all the information needed to help you make informed decisions regarding what is best for you as the patient.
- The potential limitations of this program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication, and willing to discuss the details of your disease, medical history, and current practices with your pharmacist so your provider can have a full understanding of your situation.
- Please let your physician know you are a patient of UAB Specialty Pharmacy Services and are enrolled in our Patient Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.
- To contact the Patient Management Program, please call UAB Specialty Pharmacy Services at 205-996-3300 or 855-292-6330.

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IN ADDITION TO THE UAB BILL OF RIGHTS, UAB SPECIALTY PHARMACY SERVICES PATIENTS HAVE THE RIGHT TO:

1. Be fully informed in advance about services/care to be provided and have the right to know about the philosophy and characteristics of the Patient Management Program.
2. Be able to identify company representatives through name and job title (name badge, job title) and to speak with a pharmacist or supervisor if requested.
3. Receive upon request evidence-based practice information regarding clinical decisions (manufacturer package insert, published practice guidelines, peer-reviewed journals, etc.), including the level of evidence or consensus describing the process for intervention in instances where there is no evidence-based research, conflicting evidence, or no level of evidence.
4. If desired, to be referred to other health care providers within an external health care system (i.e. dietician, pain specialist, mental health services). Patients may also be referred back to their own prescriber for follow up.
5. Be offered assistance with any eligible internal programs that help with patient management services, manufacturer co-pay and patient assistance programs, health plan programs (i.e. tobacco cessation, disease management, pain management, suicide prevention/behavioral health).
6. Express dissatisfaction/concerns/complaints for lack of respect, treatment or service, and to suggest changes in policy, staff, or services without discrimination, restraint, reprisal, coercion, or unreasonable interruption of services. Patients or caregivers can call 205-996-3300 and ask to speak with a pharmacist or pharmacy supervisor.
7. Be advised of any change in the plan of service before the change is made and to receive administrative information regarding changes in, or termination of, the Patient Management Program.
8. Decline participation, revoke consent, or unenroll in any UAB Specialty Pharmacy Services program at any time.

IN ADDITION TO THE UAB BILL OF RIGHTS, PATIENTS OF UAB SPECIALTY PHARMACY SERVICES HAVE THE RESPONSIBILITY TO:

1. Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in the UAB Specialty Pharmacy Services Patient Management Program.
2. Submit any forms necessary to participate in the program, to the extent required by law, and give accurate clinical and contact information.
3. Communicate any information, concerns and/or questions related to perceived risks in your services and unexpected changes in your condition.
4. Notify the Patient Management Program of any changes in prescription, insurance coverage, or address or telephone numbers, whether temporary or permanent.

COMPLAINTS

UAB Specialty Pharmacy leadership and staff are committed to providing excellent patient care and customer service. Patient care and services shall be rendered in a manner which prevents complaints; however, if complaints or grievances arise, they shall be managed appropriately and resolved in a timely manner. Within 5 calendar days of receiving a complaint/grievance, the patient or patient's representative shall be notified that it has been received and is being investigated. You can reach UAB Specialty Pharmacy by email at specpharmsvcs@uabmc.edu or by phone by calling The Kirklin Clinic of UAB Hospital Pharmacy at 205-801-8730 or UAB Specialty Pharmacy at 205-934-2661.

If you feel the need to discuss your concerns, dissatisfaction or complaints with a party other than UAB Medicine staff, please feel free to contact the Alabama Board of Pharmacy. You can call their office at 205-981-2280 during the hours of 8:00 am-4:00 pm CST, or visit their website at albop.com for more information. In addition, ACHC (specialty pharmacy accreditation body) may be contacted with grievances at 855-937-2242.