

ChristianaCare Specialty Pharmacy



ChristianaCare®

Welcome to the ChristianaCare Specialty Pharmacy

Thank you for letting us serve your specialty pharmacy needs. Our program is designed to offer a great patient experience from your first visit with your providers through the rest of your treatment. We will work closely with you to ensure you get the best results possible.

➤ **Services of the Specialty Pharmacy include:**

- Enrollment in the Specialty Pharmacy Patient Management Program.
- Education from our clinical pharmacists about your medicine and medical conditions.
- Regular communication with your health care team.
- Coordination with your insurance company for specialty medicine coverage.
- Refill reminders to help you remember to take your medicine.
- Access to a pharmacist at all times.

If you have any questions or comments, please call us toll-free at 1-833-570-2697.

Pharmacy Information

Specialty Pharmacy at ChristianaCare -
Wilmington Pharmacy
Wilmington Hospital
501 West 14th Street,
Wilmington, DE 19801

Phone: 302-320-2108
Toll-Free: 833-570-2697
Fax: 302-320-6806
Email: Specialty.Pharmacy@ChristianaCare.org
Website: ChristianaCare.org/Specialty-Pharmacy

Hours of Operation: 8:30 a.m. – 5 p.m., Monday – Friday

The pharmacy is closed for the following holidays:

New Year's Day (January 1)
Martin Luther King, Jr. Day (3rd Monday in January)
Memorial Day (last Monday in May)
Independence Day (July 4)
Labor Day (1st Monday in September)
Thanksgiving Day (4th Thursday in November)
Christmas Day (December 25)

➤ **Language and Cultural Services**

The ChristianaCare specialty pharmacy offers:

- Telephone interpreter services (through CyraCom).
- Language services are available in over 200 languages via telephone or video. Spanish and American Sign Language (ASL) services are available in-person by appointment.

URGENT ISSUE?
Call 1-833-570-2697
Licensed, on-call pharmacists
available at all times.

Enrolling in the Specialty Pharmacy Program

To enroll in the program, simply have your provider send your prescription to us. A member of the pharmacy team will create or update your pharmacy profile.

- The pharmacy will let you know if you have any special requirements from your insurance company.
- You can opt-out of program services at any time.
- If you opt-out and would like to opt back in, please let someone from the pharmacy know.

What's included?

The specialty pharmacy program offers many services to help with your health goals. Our pharmacy team works together to get you the support you need. We offer this support through many different methods, including face-to-face or telephone communication, video conferencing, email, and print communication.

➤ **Services include:**

Medicine support. This includes allergy review, drug management, help learning how to take medicines correctly, education, refill reminders, and review of your electronic medicine list.

Health problems support. This includes making sure your medicine doses and therapies are right for your personal health goals.

General health support. This includes mental health screenings, review of social history, and immunization (or vaccine) guidance.

Financial and payment related support. This includes third-party insurance plan monitoring, medication coverage and financial assistance enrollment.

Insurance

ChristianaCare Specialty Pharmacy accepts most pharmacy insurance plans offered in Delaware and the surrounding areas in Maryland, New Jersey and Pennsylvania.

The pharmacy team will work with the rest of your health care team and insurance company to help you get the medicine you need. We can submit your prescription to your insurance and other third-party payers electronically. This helps us get answers right away about your coverage.

Our pharmacy team will let you know if our pharmacy is not in your insurance network. We will help you find a pharmacy that is in your insurance network. If you still want to fill your medication at our pharmacy, we will provide you with your out-of-network costs.

➤ Prior Authorization

Some specialty medicines require a prior authorization from your insurance company. We will work with your health care team and your insurance to obtain approval as quickly as possible.

➤ Appeals

If your insurance denies your coverage, you have the right to ask for an appeal, which is another review. Our team will help you and your provider with this process. For more information on appeals, call 1-833-570-2697.

Financial Help

Specialty medicines can be expensive, even with insurance coverage. Our team will look out for programs to help you lower your out-of-pocket costs.

For more information about financial help, call a member of the pharmacy team at 1-833-570-2697.

Payments

You are responsible for covering your medicine's out-of-pocket cost each time you get it from the pharmacy. Someone from the team will tell you the amount you owe. This can include a deductible, copay, and/or coinsurance. We accept:

- Cash (for in-person pick-up only).
- Visa and Mastercard credit.
- Debit cards.
- Most flexible spending (FSA) and health savings accounts (HSA).

About Your Medicine

➤ Medicine Label and Education

Your medicine label will have important information you need to know to take your medicine safely. The pharmacist may add cautionary stickers to the label to highlight important information.

We will also give you printed education about your medicine. We use **bold** print to highlight important information. We are here to answer any questions you may have.

➤ Side Effects

You have an important role in getting the best results from your medicine. Please let us know if you have any side effects from your medicine. Our pharmacy team may be able to work with you and your care team to help with some of your side effects.

If you are having an emergency, please call 911 or go to your nearest emergency room.

➤ Ordering a Refill

After your provider gives you a first prescription, you may order a refill by contacting the pharmacy. We will call you before your refill is due. You can also sign up for refill reminder text messages. When we call or text you, we will ask about any updates to your insurance, new medications, or any other changes. If you have not heard from us and you have less than seven days of medication left, please contact the pharmacy at 1-833-570-2697. There are two ways to refill a prescription:

1. Use our automated phone system to refill your medicine at any time. You will use the 7-digit prescription number on your medicine bottle.
2. Talk to a member of the pharmacy over the phone or face-to-face during normal business hours.

You can choose to pick up your medicine in the pharmacy, or have it mailed to your house. If you pick up your medicine, it will usually be ready in about two days. Please allow up to one week to process and ship your medication. This will help prevent delays in case of bad weather, holidays, or insurance issues. Please note that we do not automatically ship specialty medications. We must speak with you to confirm your address and payment information every time we ship your medication. Someone from the pharmacy will let you know if your medicine is going to take longer than expected. If you need an emergency refill, please let the pharmacy know.

➤ Checking Order Status

You can check the status of your prescription by calling the pharmacy or visiting face-to-face during regular business hours. You will also get a phone call letting you know when your medicine is ready.

➤ **Order Delays**

Some situations out of the pharmacy's control may prevent us from filling your specialty prescription. Some examples of this are:

- Medicine is not available or backordered.
- Medicine distribution problem.
- Requires prior authorization.
- Pharmacy is outside the insurance network.

We will let you know as soon as we are aware if we are unable to fill your prescription. We will talk about your options and transfer your prescription based on the option you choose. We will try to follow up with you or the other pharmacy to make sure you got your medicine.

➤ **Substituting medicines**

ChristianaCare Specialty Pharmacy follows the Delaware Board of Pharmacy regulations about generic substitutions for brand name medicines. Generic medicines keep your costs lower. They are just as safe and work the same as brand name medicines.

When available, your prescription will be filled with an appropriate generic substitution unless your provider decides the brand name medicine is medically necessary. You may also ask for the brand name medicine. Your insurance plan may charge more for a brand name medicine if an appropriate generic is available.

➤ **Transferring between Pharmacies**

You may ask to transfer your prescription to another pharmacy at any time. The Specialty Pharmacy will need to know the name of the prescription you would like to transfer, and the name and contact information of the other pharmacy. We will transfer your prescription by the end of the business day. Once transferred, you will be opted out.

➤ **Requesting Travel or Emergency Supplies**

You may need to fill a travel or emergency supply of your medicine. When traveling, it is important to make sure you have enough of your medicine. If you need to fill your prescription early for travel or for an emergency, please call the Specialty Pharmacy.

For a travel supply, the pharmacy will need:

- Travel dates.
- Type of travel (United States or international).
- Availability of controlled storage conditions for your medicine if needed (like the use of a refrigerator).

For an emergency supply, the pharmacy will need:

- The reason for an emergency supply.
- The number of doses you need.
- The last day you took your specialty medicine.

We will work with your insurance plan and care team to get approval, as allowed. Someone from the pharmacy team will keep you updated during the process.

➤ **Recalls and Advisories**

Your pharmacy team will let you know if a drug manufacturer, the Food and Drug Administration (FDA), or other regulatory organization issues a recall that affects your specialty medicine. We will give you information on getting a new supply and how to dispose of the recalled medicine.

➤ **Disposal of Unused Medicine**

Your pharmacy team will tell you how to get rid of your unused specialty medicine. We can share this information with you over the phone or face-to-face. You can also find it in the printed information you got with your prescription.

For more information about safely getting rid of your medicine, visit

<https://www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines>

Your Experience at the Specialty Pharmacy

We know there is a lot that goes into safely taking a specialty medicine. At the ChristianaCare Specialty Pharmacy, we want you to know that you are not alone. We are here to help and support you along the way.

We want to hear from you! If you have any thoughts or concerns about the Specialty Pharmacy, please let us know. You can call the pharmacy or visit face-to-face and ask to speak to the pharmacy manager.

➤ **Your Rights and Responsibilities**

As a patient of the ChristianaCare Specialty Pharmacy Patient Management Program, you have:

- The right to know about the philosophy and characteristics of the Specialty Pharmacy Patient Management Program.
- The right to have personal health information (PHI) shared with the Specialty Pharmacy Patient Management Program in accordance with state and federal law.
- The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- The right to speak to a health care professional.
- The right to receive information about the Specialty Pharmacy Patient Management Program.
- The rights to decline participation, revoke consent, or unenroll at any point in time.
- The responsibility to give accurate medical and medication history, provide up-to-date contact information, and to notify the Specialty Pharmacy Patient Management Program of any changes in this information.
- The responsibility to notify their treating provider of their participation in the Specialty Pharmacy Patient Management Program, if applicable.



[ChristianaCare.org/Specialty-Pharmacy](https://christianacare.org/specialty-pharmacy)