



Welcome to the Benecard Specialty Pharmacy Program

Our team will work closely with you and your providers to help you succeed in your new therapy. This welcome packet reviews many of the services we offer as your specialty pharmacy.

Our services are designed to help you achieve the most benefit from your therapy including:

- **Individualized care**
 - You will have access to a team of specialty-trained pharmacists, nurses, and pharmacy staff who are experienced in your condition.
- **Benefit Investigation and Financial Support**
 - We will work with Benecard PBF to have your medications approved.
 - We can research various financial assistance programs available that may lower your out-of-pocket costs.
- **Safe and on-time medication delivery**
 - The Pharmacy will schedule and quickly ship all of your specialty medications – even those that require special handling, such as refrigeration.
- **Support anytime, 24/7**
 - Our pharmacists and nurses are available 24 hours a day, 7 days a week, including holidays and weekends, to answer all of your questions pertaining to your medications and condition.
- **Refill reminders**
 - The pharmacy will contact you regularly to schedule your next refill and check on how your therapy is progressing.

We strive to fulfill your needs with complete satisfaction. Periodically, you may be asked to complete a patient satisfaction survey via phone. We value and appreciate your feedback. Please consider taking a few moments to tell us how we are doing.

Thank you for choosing us as your specialty pharmacy and welcome to the Benecard Specialty Pharmacy program!

Sincerely,
The Benecard Specialty Pharmacy Team



CONTACT INFORMATION

Hours of Operation:

| Benecard Central Fill of PA | Benecard Central Fill of FL |
|---|---|
| <p>5040 Ritter Rd. Mechanicsburg, PA 17055</p> <p>8:30 am – 5:00 pm; Monday - Friday</p> <p>8:30 am – 5:00 pm; Saturday</p> <p>Closed on major federal holidays</p> | <p>27090 Bay Landing Dr.</p> <p>Bonita Springs, FL 34135</p> <p>9:00 am – 5:30 pm; Monday - Friday</p> <p>Closed Saturday</p> <p>Closed on major federal holidays</p> |

Contact Information:

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|---|--------------|------|--------------|----------------|--------------|
| Toll Free: | 888-907-0090 | Fax: | 888-907-0040 | Clinical Line: | 888-907-2820 |
| <p>Use the clinical line to access our clinical team 24 hours a day, 7 days a week for all urgent clinical matters.</p> <p>Please call 911 if you are experiencing a medical emergency.</p> | | | | | |

When to Contact Us:

- If you are experiencing an allergy or reaction to your medication
- Questions or concerns about your medication
- Questions about filling your prescription, including refills
- Questions about order status, delays, or prescription transfers
- Questions about pharmacy network status, out-of-pocket costs, or the price of your medication
- Questions about medication storage, handling, or disposal
- Would like more information about your medication, condition, or community, and financial resources
- Changes in your medication regimen
- Changes in your insurance or payment information
- Changes in your contact or shipping information

IMPORTANT INFORMATION

• **Patient Management Program**

- The Benecard Specialty Pharmacy has a complete Patient Management Program that assists our patients in achieving the best outcomes from their specialty medication therapies. We help the patient and prescriber manage costs. We offer a patient-centered approach, utilizing evidence-based practices for each of the disease processes. Under the supervision of a pharmacist and trained staff, we will provide the highest quality of care possible. Evidence based health information and content for common conditions, diagnoses and treatment diagnostics, and interventions are available to patients, prescribers, or providers upon written or oral request.
- All members are automatically enrolled in the Patient Management Program. By participating in this program, you will receive an initial assessment by staff who will teach you how to effectively take your medication (frequency, route, and dose), inform you of any potential side effects, check for any drug-drug or drug-disease interactions, drug allergies, and help alleviate any concerns. For clinical questions related to your medications, diagnosis or plan of care, pharmacists are available to you 24 hours a day, 7 days a week, 365 days a year.
- Patient Management Program benefits include:
 1. Improved knowledge of medication uses and administration.
 2. Improved medication compliance by creating an individualized plan of care tailored for you.
 3. Advice on managing potential side effects.
 4. Greater self-management of medications and medical conditions.
- If you wish to opt-out, please let us know anytime.

• **Financial Information**

- Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, copays, and coinsurance.
- We will submit claims to your Benecard PBF and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue.
- We will provide you with the cash price of the medication upon request.
- Our team has access to financial assistance programs to address financial barriers to starting your medication(s). If interested and eligible, we can assist you with enrollment into such programs. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations.



- **Filling a Prescription**
 - Your physician can send us your prescription(s), or you can provide it to us in person or through the mail.
 - You will be contacted by a team member 7-10 days prior to your refill date. If you would like to contact us for a refill, you can call and speak to a pharmacy team member to process your refill request.

- **Obtaining Your Prescriptions - Delivery or Pick Up**
 - Your medications will be delivered to a safe location of your choice. Protecting your health information is one of our top priorities. Your medications will only be released to someone you have authorized.
 - Please open your order and review the contents immediately after you receive it. This ensures your order is correct and complete. We encourage you to store your medication(s) in the proper way as soon as possible. Please contact us within one business day to report missing or damaged contents.

- **Obtaining Refills**
 - Prescription refills are easy with Benecard Specialty Pharmacy. A pharmacy staff member will contact you 7-10 days prior to your refill due date to set up refills, determine your compliance to the prescribed therapy, discuss any side effects, evaluate any changes in your medical condition and/or regimen, collect any co-payments, set up a pickup or delivery date, and confirm a delivery address should you need delivery.
 - If we are unable to reach you for coordination of a refill, please call and ask for a pharmacy staff member. The pharmacy will not ship refills without first confirming with you.

- **Prescription Transfers**
 - If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
 - Please call us if you would like to receive your medication(s) from another pharmacy. We will assist you in transferring your prescription(s) to the appropriate pharmacy of your choice.

- **Drug Substitutions/Equivalents**
 - Our pharmacy strives to find the most cost-efficient option for you. From time to time, it may be necessary to substitute brand name drugs with a generic drug option. This could occur due to insurance carrier preference or to reduce your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication(s) to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication(s) at you or your prescriber's request.

- **Proper Disposal of Unused Medications**

- To reduce harm from accidental exposure, it is important to properly dispose of any unused medications. Do not flush medicines in the toilet or wash them down the sink.
- 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:
 1. FDA: Where and How to Dispose of Unused Medicines - <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
 2. Rx Drop Box: <https://www.rxdrugdropbox.org/>
- If you are unable to participate in a take-back program or collection receptacle, remove the prescription drug(s) from their original containers and mix any unused medication(s) with coffee grounds, dirt, or cat litter in a container or sealable bag to make the medication(s) unrecognizable before throwing it away with the household trash.

- **Proper Disposal of Sharps**

- Place all needles, syringes, and other sharp objects into a Sharps container. This can be provided by the pharmacy if you are prescribed an injectable medication(s). Once the container is full, seal the container and properly dispose of it by following your county or city regulations. Please refer to the section on “Proper Disposal of Unused Medications” above.
- Please do not send used sharps containers back to the pharmacy.

- **Drug Recalls**

- If your medication(s) is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer. Should an alternative medication(s) be needed, we will work together with your provider to find an acceptable alternative.

- **Accessing Medications During an Emergency or Disaster**

- In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication.
- If the pharmacy could be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medication(s) to ensure your therapy is not interrupted.



- **Adverse Reactions**

- An adverse reaction is defined as “Any unfavorable or unintended sign, symptom, or disease temporarily associated with the use of a drug.”
- If you suspect an adverse reaction, please contact one of our clinicians or pharmacists and/or clinical nurse and your physician. However, in the case of a medical emergency, please call 911 or your local emergency service for immediate assistance.

- **Medication Issues and Concerns**

- Contact the pharmacy to report a complaint about the service you have received.
 - Our pharmacists review all prescriptions for safety and accuracy. However, if you notice any errors (ex. wrong drug, wrong dose, wrong frequency, or suspect counterfeit medications) please reach out to us, and we will investigate.
 - We want you to be completely satisfied with the service we provide. If you or your caregiver have concerns, please contact us by phone, email, or in writing to discuss your concerns.
 - If you feel your complaint has not been fully addressed, you may contact your benefit provider by phone or email.

SPECIALTY PATIENT RIGHTS AND RESPONSIBILITIES

As our patient, you have the RIGHT to:

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and speak with a staff member's supervisor if requested.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or unenroll, at any point in time.

As our patient, you have the RESPONSIBILITY to:

- Give accurate clinical and contact information and provide notification of changes in this information.
- Notify the treating prescriber of your participation in the services provided by Benecard specialty pharmacy.



**ADDITIONAL INFORMATION REGARDING YOUR MEDICATION,
CONDITION/DIAGNOSIS AND COMMUNITY AND FINANCIAL RESOURCES CAN BE
FOUND ON THE FOLLOWING WEBSITES:**

| | |
|---------------------------|---|
| Allergy and Immunology | https://www.aaaaifoundation.org |
| Crohn's Disease | http://www.ccfa.org/science-and-professionals/programs-materials/patient-brochures http://www.crohnonline.com http://www.crohnsforum.com |
| Cystic Fibrosis | https://www.cff.org/ |
| Growth Hormone Deficiency | http://www.hgfound.org |
| Hepatitis | http://www.liverfoundation.org http://www.hepatitis-central.com http://www.hepb.org/resources/printable-information.htm |
| HIV | https://www.hiv.gov https://www.cdc.gov/hiv/basics/livingwithhiv/resources |
| IBD | https://www.crohnscolitisfoundation.org |
| Infertility | https://resolve.org |
| Lipid Disorders | https://www.lipid.org/foundations |
| Multiple Myeloma | https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma |
| Multiple Sclerosis | http://www.mymsaa.org http://www.msfocus.org http://www.nationalmssociety.org |
| Neuro Oncology | https://www.soc-neuro-onc.org/SNO/Resources/Patient-Resources/SNO/Resources/Patient-Resources.aspx |
| Oncology/Hematology | https://www.cancer.org https://www.livestrong.org/we-can-help |
| Psoriasis | http://www.psoriasis.org |
| Pulmonary Hypertension | https://phassociation.org/patients/aboutph |
| Rheumatoid Arthritis | https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis http://www.rheumatoidarthritis.com http://www.arthritis.org |
| Solid Organ Transplant | https://transplantliving.org |
| Stem Cell Transplant | https://www.asbmt.org/patient-education/external-resources |



Financial Assistance Programs

PAN Foundation: www.panfoundation.org

Health Well Foundation: www.healthwellfoundation.org

Patient Services, Inc.: www.patientservicesinc.org

Patient Advocate Foundation Co-Pay Relief: www.copays.org

Partnership for Prescription Assistance: www.pparx.org

Safety Net Foundation: www.safetynetfoundation.com

The Assistance Fund: www.theassistancefund.org

Emergency/Disaster Preparedness Plan

The pharmacy has a comprehensive emergency preparedness plan to help ensure continued treatment during an emergency or disaster such as severe storms, hurricanes, tornadoes, earthquakes, fire, and flooding. Our primary goal is to continue to service your prescription needs. When there is a threat of disaster, we will ensure you have enough medication to sustain you.

Information you can use:

1. Maintain an emergency health care kit. Keep your gel or freezer packs for refrigerated medications. Keep at least 7 days of medication on hand.
2. In case of an emergency or disaster, the impacted pharmacy will transfer the prescription to Benecard's alternate pharmacy or a pharmacy of the patient's choosing.
3. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news, and rescue centers for advice about obtaining medication or visit your local hospital immediately.
4. If you are unable to reach the pharmacy and may run out of medication, call 911 or go to the nearest emergency room.



Patient Diversity, Equity, and Inclusion (DEI)

Benecard Specialty Pharmacy ensures that all patients have equitable access to quality care, regardless of their background or characteristics. We recognize and respect diversity among patients, addressing any barriers that may limit access to care, and creating an inclusive environment where all patients feel welcomed and valued.

Key aspects of patient DEI in healthcare include:

- **Access to Care:** Ensuring that all patients, regardless of their socioeconomic status, race, ethnicity, or other characteristics, have access to quality healthcare.
- **Cultural Competence:** Understanding and respecting the beliefs, values, and cultural practices of diverse patient populations.
- **Language Access:** Providing language access services, such as interpreters and ensuring that vision/audible hearing aids are available, so that all patients can communicate effectively with their healthcare providers.
- **Health Disparities:** Addressing and reducing health disparities among different patient populations, including those based on race, ethnicity, and socioeconomic status.
- **Inclusive Environment:** Creating a welcoming and inclusive healthcare environment that respects and values the diversity of all patients.

Benecard Specialty Pharmacy is committed to prioritizing patient DEI in healthcare, to improve patient outcomes, reduce healthcare disparities, and promote a more equitable and inclusive healthcare system.