

# UW MEDICINE SPECIALTY PHARMACY



## We Care About What You Think

UW Medicine Specialty Pharmacy is committed to serving your specialty pharmacy needs. Please scan the QR code to provide feedback to our team.



If, for any reason, you are unhappy with our services and would like help right away, please call us at 855.520.8550

## UW Medicine Specialty Pharmacy

### *How we can help you*

*This handout describes the services offered at UW Medicine Specialty Pharmacy. It includes contact numbers, explains how to get your medications, and tells how we work with your insurance company to get your medication costs covered.*

### What is a specialty pharmacy?

A specialty pharmacy carries medicines that need special storage and specialty medications at your local pharmacy.

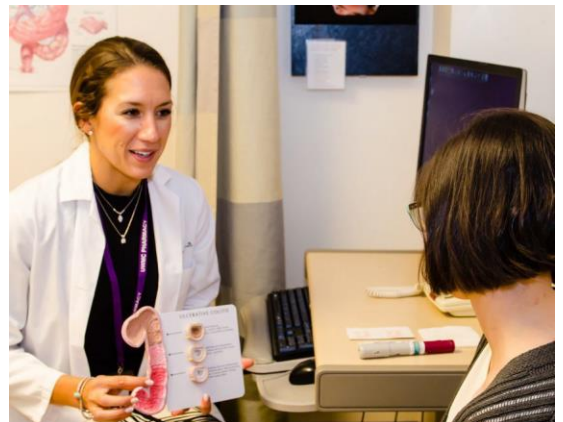
UW Medicine Specialty Pharmacy serves UW Medicine patients who are taking specialty medications. Our team will work with you and your doctor to help you get the best results from your medication therapy.

To learn more about UW Medicine Pharmacy Services, visit [www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy).

### What do I need to do?

To get the best results from your treatment:

- Carefully follow your care team's directions.
- **Ask questions.** Your doctor and pharmacist are happy to answer your questions about your treatment. They can also provide resources to help you learn more about the medications you are taking.
- **Call us anytime!** UW Medicine Specialty Pharmacy staff are here to help 24 hours a day, 7 days a week.



*Talk with staff at UW Medicine Specialty Pharmacy 24 hours a day, 7 days a week.*



*We will work with you to help you get your specialty medications safely and easily.*



*Our Specialty Pharmacy technician team is here to help you get access to your treatment.*

## Phone Numbers and Hours

- **Weekdays from 7 a.m. to 4:30 p.m.:** Call one of these numbers to speak with a pharmacist at UW Medicine Specialty Pharmacy:
  - **206.520.8550** (Seattle area)
  - **855.520.8550** (toll free)
- **After hours and on weekends and holidays:** Call one of the numbers above and ask to talk with a pharmacist. You will be directed to our team at Harborview Medical Center, who will answer your questions. They will also follow up with your care team during business hours.

## Urgent Care

- For urgent medical care, call 911 or your local emergency service.
- If you think you are having a reaction or side effect from a medication you are taking, call the UW Medicine Specialty Pharmacy Call Center at 206.520.8550 (local) or 855.520.8550 (toll free).

## Getting Your Specialty Medication

As a UW Medicine Specialty Pharmacy patient, you can ask us for help in getting your specialty medication. We will work with you, your doctor, and your insurance company to help you get your medication(s) safely and easily.

## Filling Your Prescriptions

Specialty medication prescriptions can be filled at the Harborview Medical Center and UW Medical Center outpatient pharmacies. You may also enroll in our auto-fill program or mail order service.

Your insurance may require you to get your medication from a specific pharmacy. If this occurs, we will transfer your prescription to that pharmacy and have them contact you. If you have questions about where you can get your prescription filled, call the UW Medicine Specialty Pharmacy Call Center.

## Getting Refills

- We can either:
  - Call you to remind you when it is time to get your refill, or:
  - Set up a delivery several days before you will need a refill.

- If you are about to run out of medicine, call the phone number on your medication bottle label.
- For questions about your order, call your pharmacy or the UW Medicine Specialty Pharmacy Call Center.

### **Delays in Getting Your Medicine**

- If there is a delay in getting your specialty medication for any reason, a member of the Specialty Pharmacy team will call you.
- If there is an emergency or disaster that could prevent you from getting your medication, please call the UW Medicine Specialty Pharmacy Call Center. We will do our best to help.

### **Medication Substitution**

UW Medicine Specialty Pharmacy follows Washington State laws when filling prescriptions with generic medications. If we need to substitute another brand for your usual medication, we will call you.



*Our staff will work with your insurance to make sure they cover the costs of your medicine.*

### **Working with Your Insurance**

Specialty medications are usually very costly. Before you begin treatment with a specialty medication, our staff will work with your insurance to make sure they will cover the medication costs.

To do this, we go through a process called “prior authorization” (PA). Our team works closely with your doctor and insurance provider on this process. If your insurance does not cover your medication, your doctor will talk with you about other options.

At the same time, a member of our staff will enroll you in our Specialty Pharmacy Patient Management Program, or PMP (see page 8 for details). Enrollment is your choice. You can call us at any time and tell us you do not want to enroll in our pharmacy.

Some insurance companies may require that you fill your prescription at a different specialty pharmacy. If this happens, we will work with you to make sure you can get your medication in a timely way. We will transfer your specialty medication information to the other pharmacy and have them contact you. But, if you still choose to receive your specialty medication through UW Medicine and pay for it yourself, we will provide you with the cost of the medicine in writing.

If your insurance policy changes, call the UW Medicine Specialty Pharmacy Call Center. We want to keep your information up-to-date.



*Our pharmacists will review your medication with you and answer any questions you have.*

## **Co-Pay**

Our pharmacy staff will tell you about any cost you will need to pay for your medicine. This cost is called a *co-pay*. You must pay your co-pay when you order your medication. Our pharmacy team will tell you the exact amount you will need to pay.

Your co-pay for your specialty medications may be high. Our pharmacy team can look for programs that may help lower your medication costs.

## **Discarding Unused Medications**

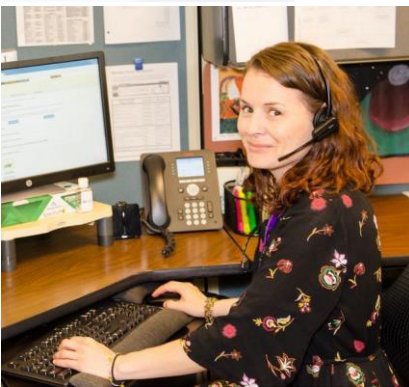
Most pharmacies cannot accept returned or unused medications. To safely discard your medications, please visit one of these websites for instructions:

- **UW Medicine Pharmacy Services website:** To see which of our pharmacies have a take-back kiosk, please visit:  
[www.uwmedicine.org/patient-resources/pharmacy-locations](http://www.uwmedicine.org/patient-resources/pharmacy-locations)
- **U.S. Food & Drug Administration:**
  - “Where and How to Dispose of Unused Medicines”:  
[www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
  - “Safe Disposal of Medicines”:  
[www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/default.htm](http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/default.htm)
- **King County “Find a Drop-Box” webpage:**  
<https://kingcountysecuremedicinereturn.org/find-a-drop-box>



Some of our pharmacies offer a medication take-back kiosk. Go to our website to learn more: [www.uwmedicine.org/patient-resources/pharmacy-locations](http://www.uwmedicine.org/patient-resources/pharmacy-locations)

**MyChart**  
**UW Medicine**



## Are you signed up for MyChart?

Our online patient portal, called MyChart, provides easy access to your personal healthcare information. Specialty Pharmacy team members can also reach out to you via MyChart.

To learn more and sign up, visit [uwmedicine.org/mychart](http://uwmedicine.org/mychart)

## Patient Advocacy and Support Groups

Here are websites and phone numbers for some patient advocacy and support groups you may find helpful.

### Cholesterol

**Familial Hypercholesterolemia Foundation**  
[www.thefhfoundation.org](http://www.thefhfoundation.org)  
626.583.4674

### Multiple Sclerosis

**National Multiple Sclerosis Society**  
[www.nationalmssociety.org](http://www.nationalmssociety.org)  
800.344.4867

### Hepatitis B or C

**American Liver Foundation**  
[www.liverfoundation.org](http://www.liverfoundation.org)  
800.465.4837

**Hepatitis B Foundation**  
[www.hepb.org](http://www.hepb.org)  
215.489.4900

**Hepatitis C Association**  
[www.hepcassoc.org](http://www.hepcassoc.org) 877.435.7443

### HIV

**King County HIV/STD Program**  
[kingcounty.gov/en/legacy/depts/health/communicable-diseases/hiv-std](http://kingcounty.gov/en/legacy/depts/health/communicable-diseases/hiv-std)  
206.263.2000

**Lifelong AIDS Alliance**  
[www.lifelong.org](http://www.lifelong.org)  
206.957.1600

### Inflammatory Conditions

**American College of Rheumatology**  
[www.rheumatology.org](http://www.rheumatology.org)  
404.872.7100

**Arthritis Foundation**  
[www.arthritis.org](http://www.arthritis.org)  
404.872.7100

**Crohn's & Colitis Foundation of America**  
[www.crohnscolitisfoundation.org](http://www.crohnscolitisfoundation.org)  
800.932.2423

**National Psoriasis Foundation**  
[www.psoriasis.org](http://www.psoriasis.org)  
800.723.9166

### Pulmonary

**CF Foundation**  
[www.cff.org](http://www.cff.org)  
800.344.4823

**Cystic Fibrosis Research, Inc.**  
[www.cfri.org](http://www.cfri.org)  
855.237.4669

**Pulmonary Fibrosis Foundation**  
[www.pulmonaryfibrosis.org](http://www.pulmonaryfibrosis.org)  
888.733.6741

For more patient advocacy and support groups, please visit the UW Medicine Specialty Pharmacy website: [www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy).



## We Care About What You Think

*UW Medicine Specialty Pharmacy is committed to serving your specialty pharmacy needs. Your comments help us provide high-quality care.*

*To tell us about your concerns, questions, and compliments, please complete our Patient Survey on our website: [www.uwmedicine.org/patient-resources/pharmacy-locations/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy-locations/specialty-pharmacy)*

*If, for any reason, you are unhappy with our services and would like help right away, please call us at 855.520.8550.*

## Questions You May Have

### ***Why do I need a specialty pharmacy?***

Specialty medications usually are very costly and may need special storage and handling. Sometimes these medications also have side effects that require follow-up from a trained pharmacist. For these reasons, your local pharmacy may not carry them.

### ***Can I get my specialty medication if I do not have prescription insurance?***

Some insurance companies offer a free medication program. If you qualify, we will help you enroll in the program.

### ***How do I refill my prescription?***

To request a refill or ask about the status of your order, call the pharmacy phone number on your medication bottle or call the UW Medicine Specialty Pharmacy Call Center.

### ***When should I call the UW Medicine Specialty Pharmacy Call Center?***

Call us if:

- Your address, phone number, or insurance information has changed.
- You have any questions about your prescription.
- You have concerns about how to take your medicine.
- You want more information about your treatment plan. We can provide you with tools to manage your therapy, including educational materials and consumer advocacy support.
- There is an emergency, disaster, or delay in getting your medication.
- You think there has been an error in shipping or in filling your prescription.
- You think your medicine has been recalled by the FDA.

## **UW Medicine Specialty Pharmacy Patient Management Program (PMP)**

As a patient of the UW Medicine Specialty Pharmacy, you are automatically enrolled in our Patient Management Program (PMP). You do not have to pay for the services this program provides. If you do not want to use this program, you may call and tell us at any time.

The PMP helps make sure you get the best outcomes from your medication therapy. Our pharmacists will work with you directly. We will talk about your treatment plan, problems, concerns, or questions you may have about your specialty medications. Our goal is to help you improve your overall health.

## Potential Benefits of the PMP

Benefits of the PMP program may include help with:

- Managing any side effects
- Improving your overall health
- Providing more education and awareness about your disease and medication
- Support with taking your medications
- Coordinating care with your provider when needed

## Potential Limits of the PMP

The limits of this program depend on you, the patient. You must be willing:

- To follow the directions of your provider and pharmacist
- To take your medicines as directed
- To talk with your pharmacist about the details of your disease, health history, and current healthcare practices

## Patient Rights and Responsibilities

All patients at Harborview Medical Center and UW Medical Center have specific rights. These rights are included in the booklet “Information About Your Healthcare.” To read this document, visit [www.uwmedicine.org/patient-resources/patient-rights-and-responsibilities](http://www.uwmedicine.org/patient-resources/patient-rights-and-responsibilities).

Patients enrolled in the Patient Management Program (PMP) also have these rights and responsibilities:

### Patient Rights

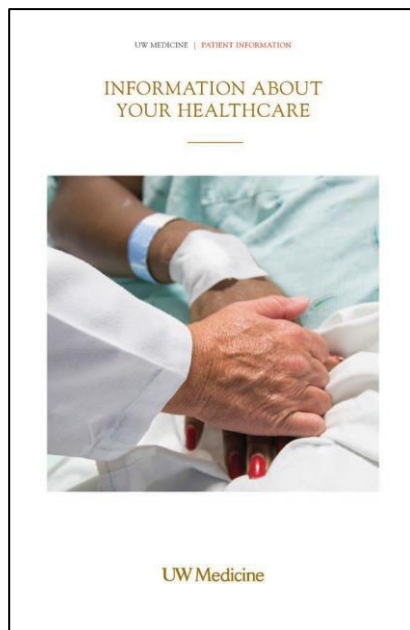
Patients have the right to:

- Have personal health information shared with the PMP only when required by state and federal law.
- Know who is on staff at the PMP, including their job title, and to speak with a staff member’s supervisor, if requested.
- Speak with a health professional.
- Receive information about the PMP.
- Decide not to take part in the program, take back their consent, or stop using our services at any time.

### Patient Responsibilities

Patients have the responsibility to:

- Give correct clinical and contact information, and to tell the PMP if this information changes.



*For full patient rights and responsibilities, ask for our handout “Information About Your Healthcare.”*

### Questions?

Your questions are important. Call your doctor, pharmacist, or healthcare provider if you have questions or concerns.