



## PATIENT FREQUENTLY ASKED QUESTIONS (FAQS)

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### **When is the Pharmacy open?**

Our pharmacy teams are available at **855-213-0070**, Monday – Thursday, 8 a.m. to 7 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT. We are closed Saturdays, Sundays, and most major holidays.

### **Do you have a pharmacist on-call 24/7?**

Yes, there is an on-call pharmacist available for urgent assistance 24 hours a day, 7 days a week by calling **855-213-0070** and listening to the prompts to be connected with the on-call pharmacist.

If you do not connect immediately with the on-call pharmacist, please leave a voicemail providing your contact information and the on-call pharmacist will call you back as soon as possible, usually within less than 1 hour. Any medical emergencies should be addressed by calling 9-1-1 or contacting your provider.

### **What is a specialty pharmacy?**

A specialty pharmacy provides personalized medication management for chronic and serious conditions. As your specialty pharmacy, we provide you with caring and customized care management because we know that specialty medications are often expensive and need specialized support and coordinated care. We also coordinate with the prescribers and others involved in your care.

### **Why should I use Costco Specialty Pharmacy instead of my regular pharmacy?**

Certain medications are designated as "specialty" on your benefit plan's drug list (known as a formulary). Those medications need to be filled at a specialty pharmacy.

Our top priority is to ensure you understand how to take or use your medication. We also work closely with your health care provider to provide personalized support and refill reminders. These personalized services help monitor your specialty medication needs. Our well-trained specialists and pharmacists are available to answer your questions.

Some insurance plans also offer a lower or reduced copayment for filling your specialty medications at our pharmacy.

### **What are the benefits of participating in the Patient Management Program?**

By participating in our Patient Management Program, you will receive personalized clinical services and recommendations that aim to improve your overall quality of life. You will have access to clinicians that can provide comprehensive care coordination and medication review throughout the course of your therapy.

Our clinicians will provide strategies to help you prevent adverse events and tips for managing potential interactions and side effects. We are happy to answer any questions you may have regarding your medical condition or medication.



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The benefits of the program are only limited by your willingness to participate and share information. You can opt out of the program at any time by calling us at **855-213-0700** and requesting to be opted out.

You can request counseling from one of our clinicians at any time regardless of your participation status in the Patient Management Program.

### **How do I order a new prescription?**

It's easy! Just call us at **855-213-0070** to get started.

Our clinical team will work with you and your provider to fill your prescription. Our team will verify your information and review medication details. We will also confirm the shipping address and delivery date and time.

### **How long will it take to get my medication?**

We want to make sure you don't miss any doses of your medication. Our standard processing time is normally one business day, not including delivery time. If processing takes longer, we will notify you of your options, so you don't go without medication.

Medications are sent using the best shipping method to meet the requirements of the medication you are taking or using. Overnight priority is available or required for some medications. For next day deliveries, we ship prescriptions Monday through Thursday.

We use experienced express services to ensure safe and timely delivery to your home. We are also able to ship to providers' offices or clinical settings where the medication can be dispensed by a health care professional. However, there are certain locations, such as other pharmacies, where we cannot ship your medication.

### **Do you offer Saturday delivery?**

We recommend that prescription delivery occurs during the week to guarantee delivery service. However, we can arrange for Saturday delivery if required. A patient care specialist will review your medication and shipping needs and coordinate a delivery date and timeframe that best suits you.

### **Do I have to pay for shipping my medications?**

No, there is no cost for shipping or handling.

### **Where is the dispensing pharmacy located?**

The dispensing pharmacy is located at 310 Integrity Drive, Ste 105, Madison, WI 53717.

### **How do I find the status of my order?**

If you need to find the status of your prescription, please call us and we will help you find where your prescription is and when you will receive it.



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If you have signed up for our texting program, you may also receive a notification once your order has shipped that includes the tracking number.

If you believe your order has been delayed, please contact our pharmacy as soon as possible at **855-213-0700**. Please see our shipping flyer resource in this welcome kit for more information about how to track order delays by signing up for notifications from our common couriers.

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

We will contact you when you have seven days remaining of your medication. If you only have seven days remaining of your medication and you have not heard from us, please call us. Remember to inform the pharmacy team member of any insurance changes, address changes or rush order needs.

For eligible medications, you can also sign up for our texting program to receive refill requests by text.

### **Can I fill all my prescriptions at your pharmacy?**

No. We only provide medications for certain serious and/or chronic medical conditions designated as "Specialty" on your plan's formulary (drug list). These medications may require additional therapeutic monitoring from pharmacists. For other medications that do not treat these complex conditions, we recommend that you continue to use your regular pharmacy.

Our staff is happy to help answer questions on where your medications can be filled and will communicate with providers if a prescription should be sent to a different pharmacy. However, to help ensure the best clinical care, it is useful for us to know about all your medications and any changes to medications that you get at other pharmacies.

### **How do I know if your pharmacy is in my network?**

Our pharmacy accepts most insurances, feel free to give us a call at **855-213-0070** and ask to speak to an insurance specialist regarding your prescription benefits. You are also able to obtain this information by calling the number on the back of your pharmacy benefits insurance card.

Upon receipt of a prescription, our pharmacy teams will let you know if we are not in-network for your prescription benefit plan and provide options for transferring your medication to a pharmacy that is in network.

### **How do I request a transfer of my medication to another pharmacy?**

Give us a call to request a prescription transfer. Our teams may ask you to provide information such as the contact information for the preferred pharmacy and any medication details necessary to complete the transfer request.



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### **Do I have to be there to sign for the prescription when it is delivered?**

No. A pharmacy team member will always contact you before medications are shipped to confirm the delivery date and approximate time of shipment. If you cannot accept the medication on the scheduled delivery date and/or time, you can talk to a specialist to confirm a safe place to leave the package. This allows you to easily retrieve the delivery on time. If you choose the "signature required" option, we will coordinate with you to schedule the most convenient delivery time to ensure that you will be available to sign for the prescription.

### **My provider said that I will need to inject some of the medications myself. Can you provide information that will help me?**

Yes, we are here to help you. Our pharmacy provides helpful education about administering self-injections. Our pharmacists and nurses are available to review the injection process with you. Also, the medication is delivered with helpful information that offers guidance on administration.

### **What do I do if I have a reaction to my prescription?**

If your reaction results in an emergency situation, call 911 immediately. If you have any other side effects, call us and we will work with you and your provider to determine the best options for you.

### **What do I do if I need my medications in an emergency?**

In an emergency, your first priority should be to get somewhere safe. Once you are in a safe place, call us at **855-213-0070** and we will assist in getting your medications to you. Please provide the name(s) and phone number(s) of anyone you would like us to contact on your behalf in the case of an emergency.

### **How much will my prescription cost?**

Prescription cost depends on your insurance. The cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication your provider indicated or as allowed by your insurance benefit.

Our pharmacy teams can provide information regarding any out-of-pocket costs such as co-pays, deductibles, and co-insurance, when information is available. If our pharmacy is unable to obtain this information, we may refer you to your prescription benefit provider, for the most accurate information regarding your personal benefit plan.

The pharmacy can provide the cash price of your medication, upon request.

**If you have Medicare Part D drug coverage, the cost of your prescription will change as you meet your deductible and initial copay, progress through the "donut hole" and reach total out-of-pocket expense. Our Pharmacy Team can assist you in determining and understanding your options.**



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### **How do I pay for my specialty medications?**

Our pharmacy provides several payment options, including most major credit cards, personal check and debit card. This includes health savings account (HSA) cards with a Visa or MasterCard logo.

### **How do I safely dispose of my medications?**

It is important to properly dispose of your medications. The U.S. Food and Drug Administration (FDA) provides up-to-date information in their online guide, *Disposal of Unused Medicines: What You Should Know*. Please visit the following website to learn more: <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

### **How do I file a grievance, suspected medication issue, or patient concern?**

Please call **855-213-0070** and ask to speak to a supervisor. You may also follow the instructions on the grievance and patient concern form included in the Welcome Packet.

### **How do I file a complaint if I am unable to resolve my request for a consult or concern about a delivery?**

Please call **855-213-0070** and ask to speak to a supervisor. The supervisor will work with you to resolve your concern. If your concern is still not addressed, you may file a grievance or complaint with either our accrediting organization ACHC here (link to: <https://www.achc.org/contact/> and/or visit our website to locate your State Board of Pharmacy contact information.

### **What are Patient Copay or Financial Programs?**

These programs may reduce overall drug costs, out-of-pocket copays, coinsurance or other fees and expenses. They may also provide educational materials and assistance related to your medications.

### **What information is disclosed?**

Our pharmacy will share limited information about you and what drugs you receive. We may also share medical and payment data. This information may be helpful in determining if you qualify for medication-related assistance.

### **Why is this program checked on my Authorization Form?**

This means you gave verbal consent to participate in the program during your first call with our pharmacy team.

### **Who receives this information?**

Our pharmacy shares information with financial assistance organizations and drug manufacturers who support these programs. These groups may also work with other partners and data aggregators.

### **Is information used by the Copay/Financial Program protected by federal privacy regulations?**

No. These programs are not subject to federal privacy regulations. However, they may be subject to other confidentiality rules. These programs will provide confidentiality statements explaining how your information will be protected.



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### **Does the pharmacy get paid for these programs?**

Our pharmacy may receive fees from these programs to cover the cost of collecting and providing this information. These fees may be returned to your health plan to reduce the overall cost of your healthcare. They may also be used to support programs to help improve care.

### **If I do not participate in a Copay/Financial Program, will the pharmacy still fill my drugs?**

Yes. Your participation in these programs is entirely voluntary. We will continue to fill your medications as directed by your prescriber.

### **Are other assistance programs available to reduce my costs?**

We may be limited in the types of assistance it can provide. These programs are not funded by our pharmacy.

### **If I revoke my authorization, does it end my Copay/Financial Program assistance?**

Revoking your authorization may end your Copay/Financial Program assistance. If a program requests additional information after you revoke the authorization, we may not be able to provide this information.