

# *Member Guide*

PHARMACY SERVICES THAT SUPPORT  
YOUR MEDICINE THERAPY



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**Definition of specialty medicines**

Specialty medicines are prescribed to treat complex and chronic (long-term) conditions.

Examples of conditions that may require specialty medicines include multiple sclerosis, hemophilia, hepatitis C and rheumatoid arthritis. In addition to being high-cost, specialty medicines often:

- › Are injected or infused, though some may be taken by mouth
- › Have unique storage or shipment requirements
- › Require additional education and support from a health care professional
- › Are not stocked at your local retail pharmacies

# We're here to help you

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## **Welcome to Prime Therapeutics Specialty Pharmacy**

Prime Therapeutics Specialty Pharmacy LLC™ (Prime Specialty Pharmacy) works with your health plan to provide the specialty medicines you need. We understand that living with a complex health condition can ask a lot of you. Our goal is to provide you with the support and education you need so you receive the most benefit from your medicine therapy.

## **Our mission**

The mission of Prime Specialty Pharmacy is to help you get the most from your medicine therapy by:

- › Helping you get the medicines you need when you need them
- › Providing ongoing, personalized support from disease-specific experts who understand your condition and the medicines you take
- › Helping you manage the details so your condition does not manage you

We put this guide together for your reference. We hope that it will answer questions you have today, as well as questions that might come up in the future. Please read through the guide now and keep it to refer to later.

If you want to know what conditions and medicines are covered by your health care plan, please log on to your health plan's website for more information.

We are fully accredited by URAC — Specialty Pharmacy Accreditation and ACHC (Accreditation Commission for Healthcare) — Specialty Pharmacy Accreditation.

Prime Specialty Pharmacy wants to provide you with information on how to contact the following accrediting organizations as well as the Florida Board of Pharmacy Customer Contact Center.

### **Utilization Review Accreditation Commission (URAC)**

URAC is an independent leader in promoting health care quality through accreditation, education, and measurement

1220 L Street NW

Suite 400

Washington, DC 20005

Phone: 202.216.9010

### **Accreditation Commission for Health Care, Inc. (ACHC)**

ACHC is an independent accreditation organization uniquely committed to health care providers

139 Weston Oaks Court

Cary, NC 27513

For questions or complaints call:

Phone: (Toll-Free) 855.937.2242, (Local) 919.785.1214

Fax: 919.785.3011

Monday – Friday 8 a.m. – 5 p.m. ET

*continued*

**Florida Board of Pharmacy— Customer Contact Center**

The Florida Board of Pharmacy is responsible for the licensure, monitoring and education of Pharmacy professionals to ensure competency and safety to practice in their service to the people in Florida.

For questions or complaints call:

Phone: 850.488.0595

Monday – Friday 8 a.m. – 6 p.m. ET

You may file a complaint by mail, on-line or by phone.

**Mail**

Texas Board of Pharmacy  
William P. Hobby Building, Tower 3,  
Suite 600  
333 Guadalupe Street  
Austin, Texas 78701-3942

**Online**

<http://www.tsbp.state.tx.us>

**Phone**

512.305.8000

(toll-free) 800.821.3205

**!** Please sign and return these two forms today

The blue booklet (Important Forms) in the side pocket of your Welcome Packet includes important forms that need your attention. **Below are the forms you need to read, sign and return to Prime Specialty Pharmacy before your next order is shipped.** We've included a postage paid envelope in the blue booklet (Important Forms) for your convenience.

**1. Notice of Privacy Practices (NPP) and Acknowledgement of Receipt of NPP**

The Notice of Privacy Practices explains how your medical information may be used and how you can get access to this information. Please read the NPP. **After reading it, sign and return the Acknowledgement of Receipt of NPP in the enclosed postage paid self-addressed envelope.**

**2. Welcome Packet Checklist of Key Information**

Please check off this list as you review the contents of your Welcome Packet. When you have reviewed all the documents, sign and return the Checklist in the same enclosed envelope as the above document.

If you have any questions on the above documents, please call 877.627.6337 (TTY 711) and a care coordinator will help you.

**Hours of operation**

Our hours of operation are:

8 a.m. to 8 p.m. Eastern Time, Monday – Friday

877.627.6337 (TTY 711)

A licensed pharmacist is available 24 hours a day, 7 days a week, including holidays, for urgent issues related to your medicine.

Please leave your contact information with our after-hours answering service and a pharmacist from our Specialty Pharmacy team will return your call quickly.

Phone: 877.627.6337 (TTY 711)

In case of an emergency, call 911.

**Prime Specialty  
Pharmacy holiday  
schedule**

Prime Specialty Pharmacy is closed on the following holidays:

- New Year's Day (January 1)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (the first Monday in September)
- Thanksgiving (the fourth Thursday in November)
- Winter Holiday (December 25)

Your medicines cannot be filled or delivered on these days.

A care coordinator can work with you to schedule the delivery of your medicines before or after these holidays.



# Making the most of your medicine therapy

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## **Ordering refills**

We'll contact you via phone before your scheduled refill date. A care coordinator will schedule delivery of your medicine.

As part of a regular assessment of your medicine therapy, our staff will also talk with you to:

- Confirm you are ready for your prescription refill
- Assess your progress and any challenges you may be experiencing with your medicine therapy
- Discuss any prescription changes that your doctor may have ordered
- Review any side effects you may have experienced since your last treatment
- Review your benefits and set up payment for your medicine
- Schedule delivery of your medicine

You can also call us at 877.627.6337 (TTY 711) if there is a change in your medicine therapy or if you have any questions.

## **Delivery of your specialty medicines**

We coordinate the delivery of your specialty medicine to the location of your choice within the United States and Puerto Rico as allowed under related laws and regulations. This can be your home, your doctor's office or another location. We also provide all the supplies you need for your medicine therapy. This includes supplies such as needles, syringes, a Sharps container and alcohol swabs.

Prime Specialty Pharmacy packages medicines carefully to protect the contents. If your medicine needs to be kept cold, it is sent in special packaging. We coordinate the delivery time with you so that you can plan to receive your shipment. If you cannot be there to accept the package, we can arrange for it to be left at your home or an alternate location.

## **Member care programs**

Prime Specialty Pharmacy provides member care programs for many specialty conditions. These clinically based programs provide education to help you achieve the best health outcome you can from your medicine therapy. Prime Specialty Pharmacy does not charge members for these programs. If you have questions about care programs, call 877.627.6337 (TTY 711).

## Making the most of your medicine therapy (Continued)

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**Nursing services for in-home infusion** Prime Specialty Pharmacy manages skilled in-home nursing for specialty drug infusions.

Members who receive specialty medicines by infusion therapy need the care of experienced nurses who follow through on your treatment directions.

When in-home infusion is the treatment choice, Prime Specialty Pharmacy works with a national or regional nursing agency to arrange on-site services. These nurses have extensive infusion training and they meet the high standards of many national nursing associations. If you have questions, please call 877.627.6337 (TTY 711).

**Help from pharmacists and nurses on our care team**

Prime Specialty Pharmacy pharmacists and nurses receive training on the medicine that you are taking. If you have questions about your medicine therapy plan, please call 877.627.6337 (TTY 711). Ask to speak to one of our pharmacists or nurses. They can answer your questions and provide support for:

- Clarifying treatment instructions
- Helping you manage medicine side effects
- Monitoring symptoms
- Helping you and your doctor monitor your progress
- Providing information that can help you manage your health condition better

If you have an urgent need related to your medicine, a licensed pharmacist is available 24 hours a day, 7 days a week, including holidays. Please leave your contact information with our after-hours answering service. A pharmacist from our specialty pharmacy team will return your call quickly. In case of an emergency, call 911.

## Making the most of your medicine therapy (Continued)

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### **Generic medicine substitutions**

Generic drugs have the same active ingredients as brand-name medicines but often cost less. It is now common practice to fill a brand-name prescription with its generic drug equivalent when it is available. Some states mandate this by law. Prime Specialty Pharmacy will substitute a lower-cost generic drug for a brand-name drug unless you or your doctor have asked for a specific brand-name drug with no substitution. With some health plans, you may have to pay the difference in cost if you choose the brand-name drug.

### **What to do with biomedical waste at home**

Some medicine therapies require the use of needles and syringes.

For safe disposal, Prime Specialty Pharmacy provides a Sharps container to all members who use needles and syringes.

Take special care at home with the disposal of these items. Use a Sharps container for the safety of you and your family. Check with your county health department to find out more about Sharps disposal programs in your area.

If you have any questions on how to dispose of needles, syringes or unnecessary medicines, please call 877.627.6337 (TTY 711) for more information.

### **Storing your medicines and supplies**

Store your medicines, supplies and Sharps containers out of the reach of children and pets, and away from food and household items. Use a locked cabinet if possible.

To preserve their usefulness, your medicines and supplies need the right care:

- Some medicines need to be kept cold
- Some cannot be exposed to direct sunlight
- Most medicines must be kept in their original containers
- Always review the manufacturer's storage requirements for your medicine

If you have any questions on how to store or dispose of your medicine, please call 877.627.6337 (TTY 711).

### **Needle-stick safety**

#### **Here are some safety tips to follow when using needles:**

- Plan for the safe handling and disposal of needles before using them
- Never replace the cap on needles
- Never reuse needles
- Throw away used needles right after use in a safe and approved disposal container
- Report all needle stick or Sharps-related injuries right away to your doctor

### **General home safety**

Our homes can be full of hidden safety hazards. Each year thousands of people suffer from preventable injuries and deaths in the home. Fortunately, simple changes can make it a safer place.

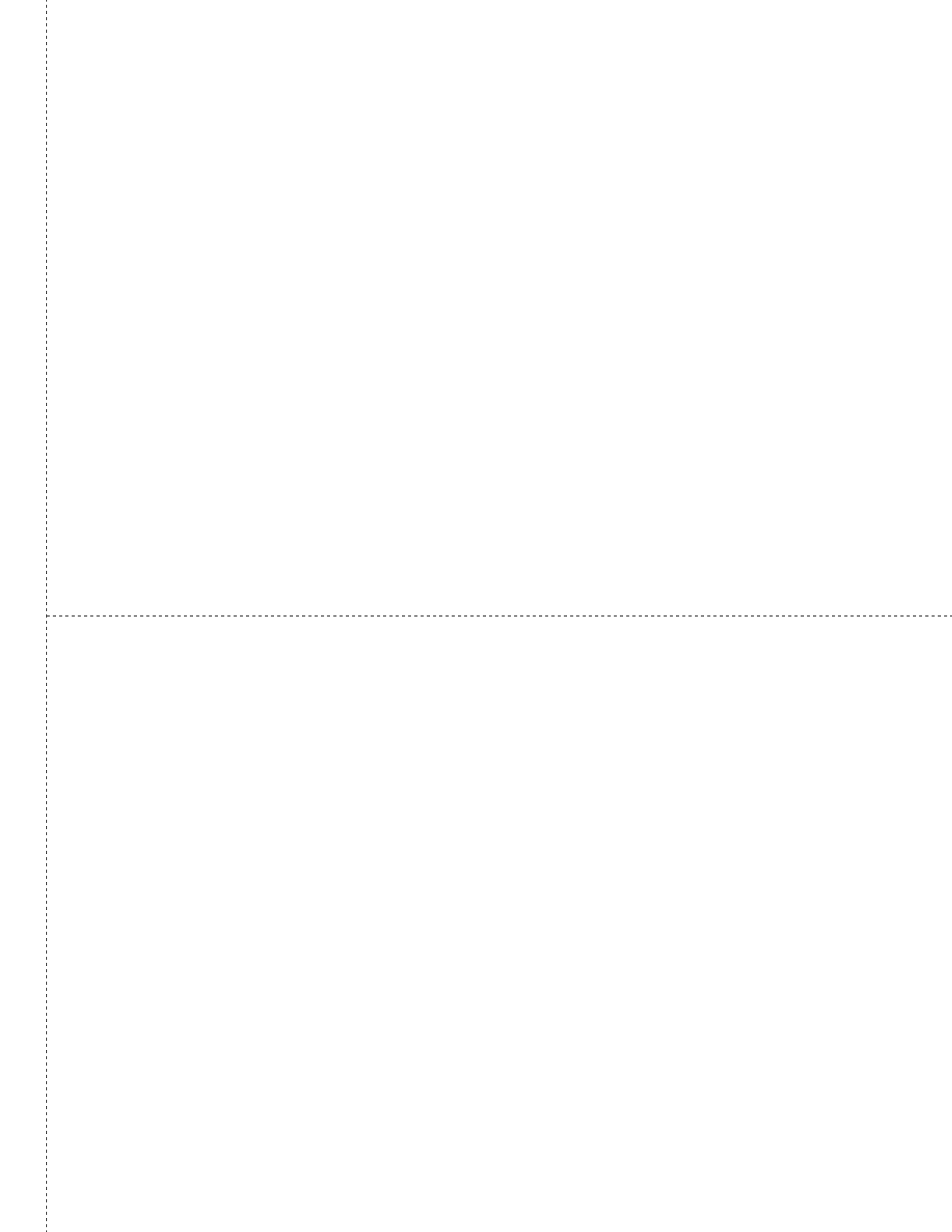
#### **Falling**

Falling is a common way that anyone can get hurt in his or her home. The symptoms of some medical conditions may increase the chance for falls. Side effects from some medicines may also make you more vulnerable to falls. Take the time to remove trip, slip and fall hazards (such as rugs, step stools, door stops, etc.) from your home.

#### **Poisoning**

Medicines are a valuable therapy when taken as directed. They should only be taken by the person named on the prescription, and taken as directed. Medicines not taken as directed can be dangerous and cause poisoning accidents. Tips to avoid poisoning accidents:

1. Store medicines in their original containers
2. Store medicines and Sharps containers out of reach of children and pets, and away from food and household items
3. Replace container caps tightly
4. Call medicine by its proper name, not “candy”
5. When answering the phone or door, take open medicine containers (or your children and pets) with you
6. Know your local poison control number or dial 800.222.1222 (TTY 711)
7. Put the poison control number on or near your phone



**Emergency telephone numbers**

Take a few minutes to fill out the numbers on this list. You never know when you might need to call one of them. Cut or tear at the dotted line and keep the list near your main telephone or on your refrigerator.

Prime Specialty Pharmacy **877.627.6337** \_\_\_\_\_

Your doctor's name \_\_\_\_\_

Your doctor's phone \_\_\_\_\_

Police \_\_\_\_\_

Fire \_\_\_\_\_

Poison control \_\_\_\_\_

Phone company \_\_\_\_\_

Water department \_\_\_\_\_

Electric company \_\_\_\_\_

Gas company \_\_\_\_\_

Suicide hotline **800.273.8255** \_\_\_\_\_

Child abuse hotline \_\_\_\_\_

Domestic abuse hotline \_\_\_\_\_

### **Preventing infection**

Clean techniques should be used to help prevent bacteria from getting on your supplies when taking medicines. They also help keep germs out of your medicines.

Improper handling of your medicines can increase your risk of getting an infection. Germs can be found in all areas of your home. They are also found on your body, especially your hands. To reduce your risk of infection, all medicines should be handled, prepared and taken using clean techniques.

Common procedures using clean techniques for reducing risk of infection include:

- Cleaning the area where you prepare your medicine right before medicine is taken
- Carefully handling all supplies and medicines — such as cleaning the tops of medicine containers with alcohol before preparing injections and examining your medicines for signs of contamination
- Regular hand washing

### **Hand washing instructions**

Hand washing is the most important task in preventing infection. To avoid infection, follow these simple steps when washing your hands:

- Wet your hands with clean, running water (warm or cold) and apply soap
- Rub your hands together to make a lather and scrub them well; be sure to scrub the backs of your hands, between your fingers and under your nails
- Continue rubbing your hands for at least 20 seconds
- Rinse your hands well under running water
- Dry your hands using a clean towel or air dry them

### **Hand sanitizers**

Washing hands with soap and water is the best way to reduce the number of germs on them. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Alcohol-based hand sanitizers can quickly reduce the number of germs on hands. However, sanitizers **do not** eliminate all types of germs.

Please note: Hand sanitizers are not effective when hands are visibly dirty.

This is how to use hand sanitizers properly:

- Apply hand sanitizer to the palm of one hand
- Rub your hands together to get hand sanitizer on the palm of both hands
- Rub the hand sanitizer all over your hands (top and bottom) and fingers until your hands are dry



## Billing and return policies

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### **Payment policy**

Prime Specialty Pharmacy will bill your health insurance plan for your medicine. You are responsible for any cost-sharing amounts like deductibles, co-insurance or copayments or other amounts. This will be your part of the cost of your medicine. You will be responsible for paying your copay when you order your medicine or refill your medicine. We will tell you the exact amount you need to pay Prime Specialty Pharmacy.

Your medicine may be processed under your medical benefit. In those situations, we will provide you with estimates of what you will owe after your health plan processes the claim. This amount has to be paid to Prime Specialty Pharmacy before you order your next refill. You are responsible for paying any and all sums that may become due by any insurer or third party payor.

If you receive a payment for the medicine from your health plan, please send it to Prime Specialty Pharmacy. Include a copy of the Explanation of Benefits (also known as the EOB) statement that you receive with the payment. Mail to:

Prime Specialty Pharmacy  
P.O. Box 860350  
Minneapolis, MN 55486-0350

### **No return policy**

The Board of Pharmacy forbids the resale or reuse of medicines that have already been dispensed (sent to you). We cannot issue credit or accept returns for unused or leftover medicine or supplies. If it looks like your order is not what you were expecting or is damaged, call Prime Specialty Pharmacy right away at 877.627.6337 (TTY 711). We will review your order and will schedule a replacement delivery, if needed.

Once supplies have been delivered to your home, Prime Specialty Pharmacy cannot accept them back. Keep the supplies you may be able to use and safely dispose of the rest. If you have any questions on how to dispose of your supplies and medicines, we can help. Call 877.627.6337 (TTY 711) and a care coordinator will help you.

### **Returning equipment**

If you are using loaned equipment, please call us at 877.627.6337 (TTY 711) as soon as your medicine therapy has ended. We will arrange for an overnight courier to pick up and return equipment to Prime Specialty Pharmacy. Prime Specialty Pharmacy needs all equipment returned as soon as possible after the end of your medicine therapy.

Please note:

- Provide Prime Specialty Pharmacy with the exact date your medicine therapy ended
- When returning a pump, make sure you return all of the pump accessories
  - › For example, if your medicine therapy used the Curlin® pump, you will need to return the pump, the AC adapter (placed in its black case), the black carrying case and the pouch

# Member rights and information

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## **Member bill of rights**

As a member of Prime Specialty Pharmacy, you have the right to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- Be fully informed in advance about the care and service you will receive
- Be fully informed in advance of all modifications to your care plan
- Decline participation, revoke consent, or disenroll at any point in time
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed, (in a language and format you can understand, both orally and in writing, in advance of care being provided) of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- Learn about treatment choices in clear language that you can understand, and participate in treatment choices
- Have one's property and person treated with dignity, respect, consideration, and recognition of client/patient dignity and individuality
- Be shown proper identification by visiting staff members
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- Identify program's staff members, including their job title, and to speak with a staff member's supervisor if requested; To speak to a health professional
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Recommend changes in policy, staff, care or service without restraint, interference, coercion, discrimination or reprisal

## Member rights and information (Continued)

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- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have access to doctor's other health care providers, specialists and hospitals
- Choose a health care provider, including choosing an attending physician, if applicable
- Have personal and health information kept private. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- The right to have personal health information shared with the patient management program only in accordance with state and federal law
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- Be advised on agency's policies and procedures regarding the disclosure of clinical records. The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- Receive administrative information regarding changes or termination of the patient management program
- Receive appropriate care without discrimination in accordance with physician orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities. The right to receive information about the patient management program
- Know about philosophy and characteristics of the patient management program
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Get emergency care when and where it is needed
- Request a review (appeal) of certain decisions about health care payment, coverage of services, or prescription drug coverage (only for Medicare members)

## Member rights and information (Continued)

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### **Member responsibilities**

At Prime Specialty Pharmacy, our goal is to help you get the best result from your medicine therapy. To obtain the best outcome from your care, we ask you to:

- Provide complete, correct information about your health (past illnesses, hospitalizations, medicines, allergies and other important medical information) including accurate contact information
- Participate in creating your care plan and help make sure it is kept up to date
- Notify your treating provider of your participation in the patient management program, if applicable
- Follow your doctor's and pharmacist's instructions for your prescribed medicine therapy
- Ask for more information when you have questions about your plan
- Involve yourself in the care you get from doctors and pharmacists
- Report problems, unexpected changes in medical condition, hospitalizations, concerns or complaints
- Agree to a schedule of services and to report any cancellation of services
- Communicate whether you clearly understand the course of treatment and plan of care
- Accept responsibility for your actions if you refuse treatment
- Fulfill your financial responsibilities
- Respect home caregivers and health care providers
- Submit any forms that are necessary to participate in the program, to the extent required by law

## Member rights and information (Continued)

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**Non-discrimination policy** It is Prime Specialty Pharmacy’s policy to provide services to all persons without regard to race, color, religion, gender, gender identity, sexual orientation, marital status, national origin, age, disability, veteran status, public assistance status, membership or activity in a local commission or any other discriminatory factors prohibited by law.

## Member rights and information (Continued)

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**Funding by  
pharmaceutical  
manufacturers**

As a specialty pharmacy, Prime Specialty Pharmacy provides many pharmacy services to improve member care. Pharmaceutical manufacturers may fund some of these services. This may include information and materials.

**Concerns and complaints**

At Prime Specialty Pharmacy, we are committed to serving you in a fair and timely manner. If you have a complaint about our services or if you have not received a satisfactory outcome to an issue that you have already reported, please talk to a care coordinator at 877.627.6337 (TTY 711).

If you would like to send your concern in written form, please refer to the Member Concern and Complaint Form in the blue booklet (Important Forms) included in your Welcome Packet.

**Contact information**

Our contact information is:

Prime Therapeutics Specialty Pharmacy  
2354 Commerce Park Dr., Suite 100  
Orlando, Florida 32819

Phone: 877.627.6337 (TTY 711)

[MyPrime.com/Specialty](http://MyPrime.com/Specialty)

[MyPrime.com](http://MyPrime.com)











