

Specialty medicines are unique...

There are some important things to know about how our pharmacy makes sure that you get the most from your specialty medicines.

Choosing the Right Medicine...

Banner Pharmacy Services – Specialty Care will select a preferred generic product, unless you or the doctor asks to fill the brand name only. Generic products are safe and good substitutes for brand name medicines, and are often used to save you money. When a generic product is available, we will use the preferred generic product instead of the brand name in most cases. You or your doctor can ask for a brand name product, but sometimes these products may cost more.

Certain specialty medicines may not be available for our pharmacy to give to you. If your medicine is not available from our pharmacy, we will work with you to get your medicines from another pharmacy. We will work with the pharmacy and benefits manager to arrange your care and benefit information, and move your prescriptions on your behalf.

How We Coordinate Your Care...

Our staff will proactively determine the best specialty pharmacy for you, based on your pharmacy benefit and health plan. If our pharmacy is not contracted with your insurance, our pharmacy staff will move your prescription to the preferred pharmacy in your plan. We will work with that pharmacy to arrange your care and benefit information, and transfer your prescriptions on your behalf.

Getting Your Medicine on Time...

Our Pharmacy Patient Advocates will call you about one week before you run out of your specialty medicine to set up delivery of your next order. This makes sure we have time to bill insurance, solve any issues, and set up your delivery to your home or preferred address. If you do not hear from us, please call us at least three business days before you run out of your medicine.

To check on the status of your order or how to get benefit, specialty network or claims-related information, you may call us during business hours to speak with a staff member. We can also mail or fax you information at your request.

We track your order daily to make sure it gets to you on time. If a delay occurs, we will work with our delivery agents to get the order to you on time. If a delay can't be prevented, we will call you with a plan to make sure you get your medicines when you need them.

In the event of an emergency, disaster, or delay that keeps us from shipping your medicines, we will work with you to transfer your medicines to another pharmacy and we will work with that pharmacy to arrange your care and benefit information, and transfer your prescriptions on your behalf.

We Focus on Your Safety...

We practice the highest levels of quality and verification to make sure your medicines are correct and safe. We make sure the medicines we get from our distributors are not counterfeit medicine, which is medicine that has been misbranded, or does not contain the right amounts of the needed ingredients. Counterfeit medicines are illegal and may be harmful to your health.

Medicine recalls are rare, but they can happen if the drug manufacturer or the FDA finds a problem with the safety of medicines. In the event of a recall, we review all of our orders to determine if the recall affects any of our patients. If it does, a clinical pharmacist will contact you with instructions and to arrange to replace your medicine.

If you have any adverse drug reactions or side effects, or if your medicine stops working for you, please call us or your doctor. Our Clinical Pharmacists can suggest ways for you to manage minor side effects or help you identify severe side effects that require follow up with your doctor.

If you have questions or concerns about your medicine, or if you suspect a possible error or side effect, please call us at the phone number listed in your Welcome Packet.

Medicine disposal and more information

Please visit your county website to learn about proper medicine disposal in your area. You can also call us and we can provide you with information about medicine disposal.



Banner Family Pharmacy – Specialty Your Specialty Clinical Pharmacist

We recommend you take advantage of the services offered by our program to help you get the most out of your specialty medications. However, if you choose to opt out of these services, you can let a Pharmacy Patient Advocate or a Pharmacist know at any time.

What Your Specialty Clinical Pharmacist Will Do for You

- Provide information about your treatment and how to use it
- Answer questions about your disease or treatment
- Work with you on avoiding or managing any side effects you may encounter during treatment
- Work with your doctor to obtain your prescriptions and assist with the management of your treatment

How to Contact Your Specialty Clinical Pharmacist

Contact your specialty pharmacy to speak with a Specialty Clinical Pharmacist or Pharmacy Patient Advocate.

Our business hours are Monday through Friday, from 8:30 AM until 5:30 PM (MST). If you have an urgent request outside of our business hours, you can indicate that you would like to speak with someone about your specialty medication, and the call will be transferred to someone who can help you 24 hours a day, 7 days a week.

We are here to serve you! We look forward to working with you!

Banner Family Pharmacy – Specialty Your Pharmacy Patient Advocate (PPA)

Pharmacy Patient Advocates (PPA) assists with insurance billing for your specialty medicines. Every patient enrolled in the Specialty Pharmacy has access to a PPA free of charge.

What Your PPA Can Do For You

Your PPA works closely with pharmacists, technicians and the Pharmacy Billing Office to help answer your billing questions, get insurance information, check your coverage and streamline the payment process. In addition, your PPA can also tell you* if you qualify for help paying for medications. Please tell your PPA if you have any insurance changes.

Your Payment Options

Your PPA can help you arrange payment for your pharmacy co-pay or deductible. You can make your payments by major credit card, debit card or check. You can also use your flexible spending or health savings account. Please contact your PPA for more information on these options.

How to Contact Your PPA

Contact your specialty pharmacy to speak with a Specialty Clinical Pharmacist or Pharmacy Patient Advocate.

Our business hours are Monday through Friday, from 8:30 AM until 5:30 PM. If you have an urgent request outside of our business hours, you can indicate that you would like to speak with someone about your specialty medication, and the call will be transferred to someone who can help 24 hours a day, 7 days a week.

***Patients with government insurance plans may not be eligible for additional assistance programs**



Thank you for choosing Banner Family Pharmacy – Specialty for your special medicine needs.

We know some medicines not only call for special care and handling, you also need expert advice from Specialty Clinical Pharmacists who are focused on helping you reach your treatment goals.

With Banner Family Pharmacy – Specialty you have a partner. We offer free shipping of your medicines, a refill reminder service and access to therapy management programs. These programs are designed to ensure that you get the most from your medications. While not all therapies will work 100% of the time, we will follow your treatment and help you and your doctor find an alternative, when possible, if your medication or treatment program is not meeting your goals.

You will also get the support of patient advocates who can help you with insurance and other assistance programs* to pay for your prescriptions. While not all of our patients are able to receive financial assistance due to income or insurance type*, we will work hard to ensure that we seek the best resources on your behalf.

Although there are many benefits, enrolling does not guarantee clinical outcomes.

For more information:

Contact your specialty pharmacy to speak with a Specialty Clinical Pharmacist or Pharmacy Patient Advocate. Email us at: SpecialtyRX@BannerHealth.com, or visit our website BannerHealth.com for more information.

Our business hours are Monday through Friday, from 8:30 AM until 5:30 PM (MST). If you have an urgent request outside of our business hours, you can indicate that you would like to speak with someone about your specialty medication, and the call will be transferred to someone who can help you 24 hours a day, 7 days a week..

Banner Specialty Pharmacy Patient Rights and Responsibilities

You have these rights and responsibilities taking part in our specialty patient management program:

- You have the right to receive information about the patient management program.
- You have the right to know about the purpose and structure of our specialty patient management program, including any changes that are made. If a patient management program is closed, you have a right to receive information about the closure.
- You have the right to receive information about Banner's responsibilities under HIPAA. This is your right to have your private health information shared with the program only as needed, and in line with state and federal laws.
- You have the right to know the patient management program's staff members by name and job title, such as your Clinical Pharmacist, and your Pharmacy Patient Advocate. You have the right to speak with a staff member's supervisor or other healthcare staff when you request it.
- You have the right to stop taking part, or opt out, of the patient management program at any time.
- You have a responsibility to turn in any forms that are needed to take part in the program, as required under law.
- You have a responsibility to give truthful health information and up-to-date contact information, and to tell the program staff at Banner Family Pharmacy - Chandler of any changes to your contact information.
- You have a responsibility to tell your doctor that you are taking part in the specialty patient management program.

***Patients with government insurance plans may not be eligible for additional assistance programs.**

**Welcome to Banner Family Pharmacy – Specialty.
It is our pleasure to serve you.**