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## 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.

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

**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.

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