

Specialty medicines are unique.

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

Choosing the Right Medicine.

Banner Family Pharmacy – Specialty will select a preferred generic (non-brand) product unless you or the doctor asks to fill the brand name only. Non brand products are safe and good substitutes for brand name medicines and are often used to save you money. When a non-brand product is available, we will use the preferred non brand 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 us to give to you. If your medicine is not available through us, we will work with you to get your medicines from another pharmacy. We will work with your benefits manager to arrange your care and move your prescriptions on your behalf.

How We Coordinate Your Care.

Our staff will look for the best specialty pharmacy for you, based on your insurance and health plan. If we cannot fill your prescription, our staff will transfer your prescription to the preferred pharmacy in your plan. We will work with that pharmacy to arrange your care and transfer your prescriptions on your behalf.

Getting Your Medicine on Time.

Our technicians will call you about one week before you run out of your specialty medicine to set up delivery of your next order. This gives us time to bill insurance, solve any issues, and set up your delivery to your home or any address you want. We offer mobile-enabled refills and patient evaluations that allow you to answer questions about your refill and medication straight from your mobile phone. Please answer all questions within the text to limit the number of follow up calls.

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 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 there is a delay, we will work with our delivery agents to get the order to you on time. If we can't put off a delay, we will call you with a plan to make sure you get your medicines when you need them.

In case of an emergency, disaster, or delay that keeps us from shipping your medicines, we will work with you to transfer them to another pharmacy.

We Focus on Your Safety.

- We practice the highest level of quality to make sure your medicines are correct and safe.
- We make sure medicines we get from our distributors are not counterfeit medicine, which is a misbranded medicine, or one that does not have the right amounts of the needed ingredients. These are illegal and may be harmful to your health.
- Medicine recalls are rare. They can happen if the drug manufacturer or the FDA finds a problem with the safety of medicines. If the FDA announces a recall, we will review orders to check if the recall affects any of our patients. If it does, a pharmacist will reach out to you with instructions about replacing your medicine.
- If you have a drug reaction, side effect or if your medicine stops working for you, please call us or your doctor. Our pharmacists can suggest ways on how to manage side effects that need follow up with your doctor.
- If you have any questions, suspect an error, or would like to submit a complaint, 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 if you have any questions. .