

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 Family Pharmacy – Specialty 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, or if you 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 and we can provide you with information about medicine disposal.