

Specialty pharmacy patient support guide

With you at every step of your health journey



Ascension Rx

Table of contents

Welcome statement	3
Dedication to excellence	4
The Ascension Rx experience	5
The Ascension Rx process	6
Personalized specialty pharmacy support	7
Patient Management Program	8
Contact information	9
Drug disposal guidelines and locations	10
Infection prevention	11
Emergency preparedness plan	12
Frequently asked questions (FAQs)	13
How to share satisfaction or concerns	16
Additional resources	17
Financial responsibility	19
Patient rights and responsibilities	20



Welcome to Ascension Rx Specialty Pharmacy

We recognize managing complex health conditions can be stressful and overwhelming. Our experienced specialty pharmacy team is trained to identify common barriers to care and intervene before they become a concern. We will work with you, your caregiver, medical provider, insurance company, and others to ensure you receive the right care, at the right time, at a cost you can afford.

Understanding you have a choice in your care, we want to thank you for choosing Ascension Rx. We look forward to serving your needs and delivering personalized, compassionate care to you and your family.

Sincerely,

The Ascension Rx Specialty Pharmacy Team

Ascension Rx Specialty Pharmacy – Michigan
30055 Northwestern Hwy, Suite 225, Farmington Hills, MI 48334

Ascension Rx Specialty Pharmacy – Texas
7701 Metropolis Dr., Suite 200B, Austin, TX 78744

Toll Free: (855) 292-1427
Phone: (248) 865-3770
Fax: (855) 394-7057
ascension.org/specialtypharmacy

Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Dedicated to excellence in pharmacy care

Ascension Rx is dedicated to providing exceptional patient care. Our Michigan-based team has achieved specialty pharmacy accreditation, demonstrating our commitment to meet rigorous, evidence-based national standards for quality, continuous self-evaluation and improvement, accountability, and patient-centric care.

As our specialty team grows, we are bringing our high standards of practice to our new facility in Austin, Texas, which will be seeking accreditation as soon as it is eligible.



ACCREDITED
Specialty Pharmacy
Expires 03/01/2022

The Ascension Rx experience

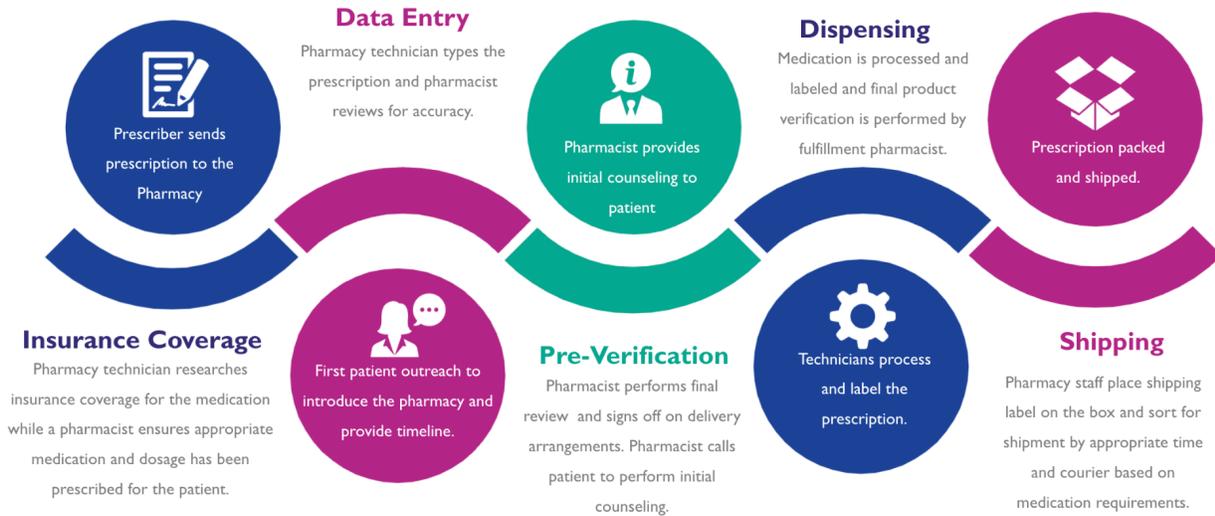
Managing complex health treatments and prescriptions can be challenging. Ascension Rx works to help patients feel confident they are on the right path.

- ***A personalized treatment plan***
Experience compassionate support and personalized service from your pharmacy team, helping to answer questions and deliver care when you need it.
- ***Here for you, before issues arise***
Our integrated pharmacy model allows us to coordinate the care and support you need throughout your treatment journey.
- ***A pharmacy you can trust***
We're a pharmacy team you can trust, ready to support you when you need it.

Ascension Rx Specialty Pharmacy does more than fill prescriptions. Our team of specialty pharmacists, certified pharmacy technicians, and medication access counselors is dedicated to providing the support you need to confidently navigate your pharmaceutical experience. In addition to providing personalized care regarding your disease state and therapy, we also focus on helping you navigate potential available financial assistance programs to help make your medications more affordable.

The Ascension Rx process

New Prescription Processing



Personalized specialty pharmacy support

Available 24/7 and connected to your care

- Personal support
 - As a patient or caregiver, you'll receive a personal phone call from one of our pharmacy professionals, both when your medication is first prescribed and throughout the refill process. Our goal is to work with you to ensure you understand your therapy and can make informed decisions as they arise.
- Personalized care plans
 - As part of your healthcare team, we will work with you and your care team to establish a personalized care plan that you can understand and feel comfortable following.
- Pharmacy care connected to your doctor
 - Our pharmacy professionals coordinate with your doctor's office to ensure the most appropriate therapy is prescribed, adverse effects or other concerns are appropriately managed, and your and your provider's office are updated on your medication delivery.
 - E-prescribing is recommended to help speed up the fulfillment process.
- 24-hour pharmacist support
 - Our pharmacists are available after-hours to help with urgent clinical questions 24 hours a day, 7 days a week, including holidays and weekends.
- Insurance and financial assistance
 - We are dedicated to providing you with personal customer service, including helping you navigate insurance coverage and financial assistance. If your insurance plan requires your medication be filled somewhere other than Ascension Rx, we will make those arrangements for you and inform you and your doctor of the changes.
- Medication delivery
 - We will deliver your medication free of charge to your home, office, or other location that is most convenient for you.
 - We use confidential packaging that has been tested to ensure it will maintain the manufacturer recommended temperature range throughout the shipping process. To provide peace of mind, we also include a temperature gauge within refrigerated shipments that will alert you if the package has gone outside of the recommended range.
- Easy and timely refills
 - A pharmacy staff member will reach out a few days before your next refill is due to arrange for the delivery of your next month's medication supply. In addition to setting up delivery, our Ascension Rx team will ask how you have been doing to ensure we are meeting all of your medication needs.
 - Please, do not hesitate to reach out to us if you have any questions or need your delivery before we have contacted you.

Patient Management Program

The Ascension Rx Patient Management Program is key to helping ensure a personalized, holistic care experience for our patients. The specialty pharmacy team helps guide each patient through the process, and monitors your medication(s) and progress to ensure you understand how and when to take medication. As a core element, the program includes clinical counseling to help you understand your disease state, the medication being prescribed, side effect management, as well as specific storage, administration, and disposal requirements for your medication. It's important to follow your treatment plan in order to receive the full benefits of the Patient Management Program. If you wish to opt out of the Patient Management Program, please call and speak to a specialty pharmacy team member.

We want to help you improve your overall health. Here's how you can help:

- Take your medication on time and as prescribed by your provider.
- Ask questions if you don't fully understand your therapy or how to take your medications.
- Alert us of any changes in your health, medications, insurance coverage, or contact information as soon as you know of the change.

We're here when you need us

Ascension Rx Specialty Pharmacy patients have access to clinically trained pharmacists whenever you need us. For emergent situations, we are also available after hours, including weekends and holidays. You'll always receive an answer from one of our team members.

Let us know how we can help you when:

- You have questions or concerns about your medication
- You think you are having an adverse or allergic reaction to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information has changed
- Your payment source has changed
- You want to check the status of your order or discuss an order delay
- You want to receive claims-related information
- You have concerns that your medication may not be working

**For emergent issues, we have clinical pharmacist support 24 hours a day, 7 days a week.
Please call: (855) 292-1427 (toll-free)**

Please note:

For medical emergencies please reach out to local emergency services by dialing "911."

Safety and solicitations

Please be aware our associates will identify themselves as calling on behalf of "Ascension Rx Specialty Pharmacy" when we reach out to you. If the caller does not identify him or herself in this manner, the call is possibly a solicitation from a pharmacy not affiliated with Ascension Rx or a telephone scammer attempting to steal personal identifiable information.

We encourage you to contact us toll free at (855) 292-1427 or (248) 865-3770 if this occurs to confirm whether we reached out to you or some other entity. Services from other specialty pharmacies may require transferring your prescription, which may result in an interruption in services or Ascension Rx Specialty Pharmacy no longer being able to provide your care.

Drug disposal guidelines and locations

The following guidelines were developed to encourage proper disposal of medications. Properly disposing of unused medications helps reduce harm to others from accidental exposure or intentional misuse.

- Follow all specific disposal instructions on the prescription drug labeling or patient information that comes with the prescription. Do not flush medications down the sink or toilet unless specifically instructed to do so by the medication information.
- Take advantage of centralized drug disposal programs in your community. You can call your local law enforcement agencies to see if they sponsor medication take-back programs in your community. In addition, contact your city's or county government's household trash and recycling service to learn about proper medication disposal options and guidelines for your area.
- Place unused medications in authorized collection bins registered with the Drug Enforcement Administration (DEA). Authorized sites may offer mail-back programs or collection receptacles ("drop-boxes"). Visit the DEA's website: deadiversion.usdoj.gov or call 1-800-882-9539 for more information and to find an authorized collection site in your community.

According to the Federal Drug Administration (FDA), if no disposal instructions are given on the prescription drug labeling and no take-back program is available in your area, throw the drugs in the household trash following these steps:

1. Remove medications from their original containers and mix them with an unpleasant substance, such as used coffee grounds or kitty litter. This makes the drug less appealing to children and pets and helps make drugs undesirable to people who may intentionally go through the trash seeking drugs.
2. Place the mixture in a sealable bag, empty can, or other container to prevent the drug from leaking or breaking out of a garbage bag and throw the container in the garbage.
3. Scratch out all your personal information on the empty prescription packaging before throwing it away to protect your identity and privacy.

This information can be found at:

<https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>

We'd also like to recommend a few additional tips:

- Do not share your medication with family members or friends. Doctors prescribe medications based on your specific symptoms and medical history. Something that works for you could be dangerous for others.
- When in doubt about proper disposal, ask your pharmacist.
- The same disposal methods for prescription drugs could apply to over-the-counter drugs as well.

Infection prevention

Steps for you and your loved ones

According to the Centers for Disease Control (CDC), handwashing is the most important step to help prevent the spread of disease, particularly if you or a loved one has a weakened immune system. You can help yourself and your loved ones stay healthy by washing your hands often, especially during the following key times when you are likely to get and spread germs and disease:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Follow these five steps every time you wash your hands:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

Use hand sanitizer when washing your hands with soap and water is not an option. Check the label to make sure the hand-sanitizing product you are using contains at least 60% alcohol.

How to apply hand sanitizer:

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Hand washing information can be found at:

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

Emergency preparedness plan

Ascension Rx Specialty Pharmacy maintains a disaster preparedness plan in the event a disaster may interrupt our operations. Disasters may include fire to our facility or region, chemical spills in the community, hurricanes, snowstorms, tornadoes, and community evacuations. Our primary goal is to continue to service your prescription needs whenever possible. When there is a threat of a disaster, we will do our best to ensure you have enough medication.

We will attempt to:

- Call you 3-5 days before an anticipated local weather emergency impacting the pharmacy's operations, utilizing the weather updates as a point of reference.
 - If you are not in the local area near the pharmacy but reside in a location that is expected to experience a weather disaster, you are responsible for calling the pharmacy 3-5 days before the occurrence to discuss your medication needs.
- Send your medication via courier or next-day delivery service during any suspected weather emergencies.
- Transfer your medication to a local specialty pharmacy who can service your medication during this time if the pharmacy cannot get your medication to you before an anticipated event.

If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on getting medication, or visit your local hospital immediately.

If you experience a personal emergency and need your medication, please contact our pharmacy for help.

Ascension Rx Specialty Pharmacy
toll-free (855) 292-1427 or (248) 865-377

Frequently asked questions (FAQs)

What is a specialty pharmacy?

Specialty pharmacies work with patients to manage serious, often chronic health conditions requiring complex medication therapy. These medications are typically high cost and require special administration, handling, disposal, and monitoring. Our team of specialized pharmacy professionals are available and will support you throughout your healthcare journey.

What are Ascension Rx Specialty Pharmacy hours and how do I contact you?

We are open Monday through Friday from 9:00 a.m. to 5:00 p.m. EST. Please contact us toll free at (855) 292-1427 or (248) 865-3770. You can also reach a Pharmacist 24 hours a day, 7 days a week if an urgent need arises.

How do I fill my medication?

Please have your healthcare provider send us your prescription either through electronic prescribing or faxing. They may also call us directly at toll free at (855) 292-1427 or (248) 865-3770. If you have a paper copy of your prescription or your prescription is at another pharmacy, please contact us at the number provided and we will assist you with getting the information to us.

How much will my medications cost?

Medication costs are determined by your insurance company and the specific medication prescribed. Once we receive your prescription, we will process it through your insurance and let you know what your out-of-pocket costs are before we send your medication. In many cases, we can also help research available financial assistance programs to help make your medication more affordable.

What if my insurance company doesn't cover my medication or I cannot afford the copay?

We have members of our team dedicated to working with your insurance company and provider to help ensure you can access the optimal medication for your particular situation. These individuals are familiar with the medications and will research available financial assistance programs to help you afford the medication. Programs may include grants, foundations, or manufacturer assistance programs to lower or and sometimes eliminate your cost.

How do I pay for my medications?

You can use any major credit card or debit card to pay for your medication. We also accept FSA and HSA cards.

How do I receive my medications?

Your medications will be delivered in confidential packaging via a local or national courier service. In some cases, based on insurance requirements or other considerations, you or someone you name may need to sign for your package to ensure we are able to track your delivery and ensure receipt of the medication.

What is the cost for my medication to be delivered?

Nothing - the pharmacy will deliver your medication free of charge.

How will I know if my order is delayed?

Ensuring we meet our promised delivery time is of utmost importance to us. If for some reason, we are alerted that your package may be delayed, we will contact you as soon as we know and make new arrangements for delivery.

How can I inquire about the status of my order?

Please contact us toll free at (855) 292-1427 or (248) 865-3770 and we will be happy to update you on the status of your order.

Does Ascension Rx Specialty Pharmacy have access to all specialty medications?

Most specialty medications are available at our pharmacy; however, if we don't have access to the medication you need, we will transfer your prescription to a pharmacy that can provide the medication. We will contact you and your provider to let you know which pharmacy will be taking over your care.

How do I transfer a prescription to another pharmacy?

Please call us if you would like to receive your medications from another pharmacy. We will help you in transferring your prescription to the pharmacy of your choice.

Will Ascension Rx Specialty Pharmacy ever substitute my brand name medication with a generic version?

According to the FDA, an approved generic drug is the same as the brand name drug in dosage, safety, strength, quality, performance, and intended use and can be safely substituted. We will substitute for the generic alternative unless your doctor indicates the brand name medication is medically necessary. In these cases, your insurance may charge you a higher copay for the brand name product.

How will I know if my medication is recalled, and what should I do?

If we receive notice that a medication is being recalled, we will follow the recommendations provided by the FDA. We will reach out to you to help make sure action is taken when needed. Please call us if you have any questions about a medication recall.

What should I do if I am experiencing side effects to my medication?

Please call 911 immediately if you are experiencing any life-threatening symptoms. Otherwise, please contact us toll-free (855) 292-1427 or (248) 865-3770 and a pharmacy associate will help you.

What if I would like to report an error or submit a complaint?

It is our goal to provide you with exceptional patient care every time we speak with you. If for any reason we don't meet your expectations, please call toll-free (855) 292-1427 or (248) 865-3770 and share your concerns. You may escalate to a supervisor at any time during the conversation if you feel your needs are not being met.

Can I communicate with you by TTY or other assistive telephone device?

As a part of our commitment to quality care, Ascension Rx Specialty Pharmacy provides free assistance to patients who are deaf or whose primary language is not English. Please find the appropriate TTY number by following <https://healthcare.ascension.org/language-assistance> and choosing the appropriate state for where you are located. If you prefer, you can designate a caregiver or family member who can speak to our staff on your behalf.



How do I access my medications during an emergency or disaster?

In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how or where to deliver your medication. If the pharmacy is impacted by an emergency or disaster, we will make arrangements to ensure you are able to receive your medication without interruption.

What geographic areas does Ascension Rx Specialty Pharmacy service?

Ascension Rx Specialty Pharmacy provides services across the U.S.. To find out if we provide service in your area, please call toll-free (855) 292-1427 or (248) 865-377.

How to share satisfaction or concerns

We encourage you to let us know how we're doing and how we can improve your experience. You can call us at (248) 865-3770 or toll-free at (855) 292-1427; or email us at SpecialtyPharmacy@ascension.org.

You also have the right to contact any of the following agencies:

1. Please go to the following link for contact information for your state Board of Pharmacy:
<https://nabp.pharmacy/boards-of-pharmacy/>
2. URAC (specialty pharmacy accrediting body) through their website
<https://www.urac.org/contact/file-a-grievance/>
3. Centers for Medicare and Medicaid Services by calling 1-800-MED-ICARE (633-4227). For the hearing impaired please dial 1-877-486-2048.

Additional resources

In order to support patient shared decision making, additional community and financial resources can be found below regarding your medication, condition, or diagnosis.

Please make sure to always speak with your healthcare provider if you have any concerns or questions about your condition, medication, or diagnosis.

<p>Autoimmune Diseases</p>	<p>List of Autoimmune Diseases https://www.aarda.org/diseaselist/</p> <p>Ankylosing Spondylitis http://www.spondylitis.org</p> <p>Crohn's Disease/Ulcerative Colitis (UC) https://www.crohnscolitisfoundation.org/science-and-professionals/patient-resources/patient-brochures https://www.crohnsandcolitis.com/ https://crohnsforum.com/</p> <p>Psoriasis/Psoriatic Arthritis http://www.psoriasis.org https://www.arthritis.org/diseases/psoriatic-arthritis</p> <p>Rheumatoid Arthritis https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis http://www.rheumatoidarthritis.com http://www.arthritis.org</p>
<p>Oncologic/Hematologic Diseases</p>	<p>https://www.cancer.org https://www.cdc.gov/cancer/ https://www.livestrong.org/we-can-help https://www.hematology.org/education/patients</p>
<p>Human Immunodeficiency Virus (HIV)</p>	<p>https://www.hiv.gov https://www.cdc.gov/hiv/basics/livingwithhiv/resources.html</p>
<p>Osteoporosis</p>	<p>https://www.nof.org/</p>
<p>Solid Organ Transplant</p>	<p>https://transplantliving.org</p>
<p>Hyperlipidemia</p>	<p>https://www.lipid.org/foundations</p>

<p>Neurological Disorders</p>	<p>List of Neurological Disorders https://www.ninds.nih.gov/Disorders/All-Disorders</p> <p>Headache/Migraine https://www.ninds.nih.gov/Disorders/All-Disorders/Headache-Information-Page https://headaches.org/resources/#headache-tools https://www.ninds.nih.gov/Disorders/All-Disorders/Migraine-Information-Page https://americanmigrainefoundation.org/patient-guides/</p> <p>Multiple Sclerosis https://www.nationalmssociety.org/ https://www.ninds.nih.gov/Disorders/All-Disorders/Multiple-Sclerosis-Information-Page</p>
<p>Hepatitis C</p>	<p>https://liverfoundation.org/ https://www.hepatitiscentral.com/ https://www.hepb.org/resources-and-support/fact-sheets/</p>
<p>Asthma/Allergy</p>	<p>https://www.aafa.org/ https://www.aaaai.org/Tools-for-the-Public</p>
<p>Cystic Fibrosis</p>	<p>https://www.cff.org/ https://www.lung.org/lung-health-diseases/lung-disease-lookup/cystic-fibrosis</p>

Notice to our patients: Financial responsibility

Ascension Rx Specialty Pharmacy appreciates the confidence you have shown in choosing us to provide for your pharmacy care needs. The prescriptions you have elected to take imply a financial responsibility on your part. You are responsible for payment.

As a courtesy, we will verify your coverage and bill your insurance on your behalf. Before your care begins, a member of our pharmacy staff will inform you of your out-of-pocket costs such as deductibles, copays and coinsurance. We will notify you if we are an out of network pharmacy, the differences in cost and we will provide you with the cash price of the medication upon request.

Many insurances have additional requirements that may affect your coverage. If your insurance plan denies any part of your claim, or if you and your physician elect for you to continue the medication past your approved period, you will be responsible for any amount not covered by your insurance plan.

If needed, Ascension Rx Specialty Pharmacy has medication access advocates on staff to assist you in finding additional sources for financial help to aid you in affording your medication after all third-party (i.e. insurance) payments have been completed. While we will make every effort to help you identify and secure additional resources, we cannot guarantee all charges will be covered.

For your convenience, we accept most major credit cards, including HSA and FSA cards. Payment is expected prior to delivering your medication. If there is a need to establish an account, payment is due by the date noted on your Monthly Patient Statement. Interest may be assessed on balances outstanding over 30 days at a rate of 1.5% per month.

You are responsible for the following:

- All cost shares (such as copays or coinsurance) and deductibles.
- Any prescriptions dispensed without notifying us of insurance change.
- Any prescriptions or services rendered that your insurance does not cover.
- Any prescriptions dispensed when your insurance is no longer active.

Patient rights and responsibilities

Ascension Rx Specialty Pharmacy is dedicated to providing you and your designated advocate with high-quality services designed to exceed your expectations. Our mission is to deliver spiritually centered, holistic care in an efficient and courteous manner and without discrimination, as well as offering any rights, benefits, or privileges guaranteed by law.

We encourage you to review the information below and note not all rights may be applicable to all individuals. By understanding your rights and responsibilities as a patient, you are better equipped to benefit from your “partnership” with Ascension Rx Specialty Pharmacy through clear and open communications and expectations.

Patient Rights

As a patient of Ascension Rx Specialty Pharmacy, you have the right to:

1. Be fully informed in advance as well as participate in the development and periodic revision of the care/services to be provided, including information about the patient management program, the disciplines furnishing care, and the frequency of interactions.
2. Be informed in advance, both orally and in writing, 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.
3. Receive information about the scope of services the organization will provide and specific limitations of those services.
4. Refuse care, treatment, or disenroll or decline participation in the patient management program at any point in time after the consequences of refusing care or treatment are fully presented.
5. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
6. Have one's property or person treated with respect, consideration, and recognition of client/patient dignity and individuality. Be free from mistreatment, neglect, verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
7. Be able to identify staff members providing care, including job title, through proper identification. May request to speak with a staff member's supervisor at any time.
8. Speak to a health professional.
9. Voice grievances/complaints and have them investigated regarding treatment or care/lack of treatment or care, or disrespect of property. In addition you have the right to recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
10. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI) as well as be advised of the pharmacy's policies and procedures regarding the disclosure of clinical records. Personal Health Information will only be shared with the patient management program in accordance with state and federal law.
11. Choose a healthcare provider, including an attending physician and receive appropriate care without discrimination in accordance with physician's orders, if applicable.
12. Be informed of any financial benefits when referred to an organization.
13. Be fully informed of one's responsibilities.

Patient Responsibilities

Patients also have the responsibility to:

1. Submit the forms necessary to receive services.
2. Provide accurate clinical/medical and contact information, as well as notify the pharmacy of any changes to this information as soon as possible.
3. Notify their treating provider of participation in the services provided by Ascension Rx Specialty Pharmacy, such as the patient management program.
4. Maintain any equipment provided.
5. Notify Ascension Rx Specialty Pharmacy regarding any concerns about the care/services provided.

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