

**WHY DO I NEED A SPECIALTY PHARMACY?**

Specialty medications are complex and costly medications which usually require special storage and handling and may not be readily available at your local pharmacy. These medications may also have side effects that require monitoring by one of our UAB specialty pharmacists who has direct access to your physician. Our goal is to exceed your customer service expectations while providing clinical support to both you and your caregivers.

**HOW CAN I CONTACT UAB SPECIALTY PHARMACY SERVICES?**

- Please call us at 205-996-3300 or toll free at 855-292-6330 if you have any questions.
  - Our business hours are 8:00 am-4:30 pm Monday-Friday
  - Pharmacists are available 24/7 for clinical questions—and can be reached at 205-996-3300 or toll-free at 855-292-6330.
- You can also visit us on the web at [uabmedicine.org/specialtypharmacyservices](http://uabmedicine.org/specialtypharmacyservices)
- Email one of our patient care coordinators: [specpharmsvcs@uabmc.edu](mailto:specpharmsvcs@uabmc.edu)
- Ask to speak with a Specialty Pharmacy Services representative during your next clinical visit
- Message your pharmacist through the UAB Patient Portal

**WHAT IS A PRIOR AUTHORIZATION (PA), AND HOW DOES THE PROCESS WORK?**

A prior authorization is often required by your insurance company in order to fill your specialty medication. We will complete this authorization on your behalf and will work with your insurance company to explain why the medication is needed. This authorization process can take several business days to be completed.

**HOW DO I REFILL MY MEDICATIONS?**

Your patient care coordinator will reach out to you via phone about one week before your next refill is due to coordinate shipping or pick up of your prescription. If you run out before we reach you, or if you want to order your refill ahead of time, please call us at 205-996-3300 or toll free 855-292-6330. Please allow 5 business days for processing and shipping your medications.

**HOW MUCH WILL MY MEDICATION COST?**

Your copay amount will vary based on your insurance plan. We will tell you the amount once we have processed your order.

**WHAT IF I CAN'T AFFORD MY MEDICATIONS?**

Some patients are eligible for financial assistance through drug companies or grants. Our patient care coordinators will perform a thorough review of the available options and enroll you in the program if you meet the requirements.

**WHAT IF MY INSURANCE COMPANY DOESN'T COVER THE COST OF MY MEDICATION?**

Our staff works directly with your physician and insurance company to obtain coverage for your therapy. If it is denied, your physician will discuss other options with you.

**CAN I STILL GET ACCESS TO MY MEDICATIONS IF I DO NOT HAVE PRESCRIPTION INSURANCE?**

Some pharmaceutical companies offer a medication assistance program. If available, we will research it and help you enroll.

**DOES UAB SPECIALTY PHARMACY SERVICES HAVE ACCESS TO ALL SPECIALTY MEDICATIONS?**

UAB Specialty Pharmacy Services has access to most specialty medications. In the event we do not have access to your particular medication, we will transfer your prescription to a pharmacy that does and have that pharmacy contact you. We will also make sure that your physician is aware and knows where your medication is being filled.

**WHAT IF UAB SPECIALTY PHARMACY SERVICES IS OUT-OF-NETWORK WITH MY INSURANCE?**

If your insurance company considers UAB Specialty Pharmacy an out-of-network pharmacy, an explanation of the medication cost will be provided at the time of dispensing or if requested by patient.

**WILL MY INSURANCE COMPANY LET UAB SPECIALTY PHARMACY SERVICES DISPENSE THE DRUG?**

UAB Specialty Pharmacy Services can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you. We will also make sure that your physician is aware and knows where your medication is coming from.

**WILL YOU EVER SUBSTITUTE MY MEDICATION WITH ANOTHER DRUG?**

From time to time it is necessary to substitute generic drugs for brand-name drugs. This could happen due to your insurance preferring that a generic be dispensed or to reduce your copay. If your provider requests a substitution in therapy, a member of our staff will contact you prior to shipping the medication to inform you of the substitution.

**WILL UAB SPECIALTY PHARMACY SERVICES EVER CALL ME?****We will call you to:**

- Confirm the initial status of your prescription and copay amount
- Set up the initial dispense and refills of your medication

**We may also call to:**

- Verify prescription insurance information
- Obtain documentation of your income to enroll you in a financial assistance program (if necessary)
- Counsel you on the medication, if that wasn't done during your physician appointment
- Tell you that a prescription has been transferred to another specialty pharmacy
- Notify you of any FDA recalls of your medication

**WHEN SHOULD I CONTACT THE PHARMACY?****You should contact UAB Specialty Pharmacy Services if:**

- You have questions about your medication
- You think you are having a side effect or allergic reaction. Please call 911 if the reaction appears serious or life-threatening
- Your address, telephone number, or insurance information has changed
- You have questions regarding the status of your prescription
- You have concerns regarding how to take your medication
- You want to check the status of your prescription
- You need to reschedule to change your delivery
- You would like additional information regarding your plan for therapy
- You suspect an error in shipping or dispensing has occurred
- You suspect the medication has been recalled by the FDA

**You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:**

- Working with another specialty pharmacy to get your medications delivered
- Helping you get access to medications during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support
- Anytime you have changes to your medication regimen- including prescription over-the-counter, or herbal medications

**HOW CAN I ACCESS CONSUMER ADVOCACY SERVICES?**

For additional patient education or programs, you can go to our website, [uabmedicine.org/specialtypharmacyservices](http://uabmedicine.org/specialtypharmacyservices) and select the patient education button, which will allow you to select the condition that applies in your case.

**WHAT SHOULD I DO IF I HAVE AN ADVERSE REACTION TO THE MEDICATION?**

If you are experiencing an adverse drug reaction, an allergic reaction, or other problem, please contact your doctor or UAB Specialty Pharmacy Services as soon as possible. You should call 911 and have someone drive you to an emergency room if the reaction appears serious or life-threatening.

**CAN I RETURN MY PRESCRIPTION?**

Most prescription medicines cannot be returned to the pharmacy. If you suspect your medication is defective, please call UAB Specialty Pharmacy Services.

**HOW DO I DISPOSE OF UNUSED MEDICATIONS?**

For instructions on how to properly dispose of unused medications, please visit our website:

[uabmedicine.org/specialtypharmacyservices](http://uabmedicine.org/specialtypharmacyservices)

A written version of these instructions can be provided upon request.

**WHAT IF MY MEDICATION IS RECALLED?**

You will be notified by a UAB Specialty Pharmacy Services employee if there is a recall on your medication and given instructions on what to do.

**PATIENT MANAGEMENT PROGRAM:**

- As a patient of UAB Medicine, the UAB Specialty Pharmacy Services Patient Management Program is included at no cost.
- You are automatically enrolled in our program when you receive a specialty medication from UAB Specialty Pharmacy Services, but you may opt-out at any time by calling 205-996-3300 or 855-292-6330, or by telling your pharmacist that you would like to opt-out.
- As part of the Patient Management Program, our pharmacists will work with you on any problems, concerns, or questions you may have regarding your medication therapy. Our pharmacists provide education on disease state overview, medication, dose, when to take your medication, how to take your medication, drug interactions, and side effects. We will also review any physical assessments and help coordinate care with your physician, when appropriate.
- We work to provide evidence-based information specific to you, your diagnosis, and your treatment plan. If you would like more information specific to your medication or disease state, such as websites, counseling groups, and other providers, please ask your pharmacist.
- The potential health benefits of this program include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and coordination of care with your physician when necessary. Your pharmacist will have all the information needed to help you make informed decisions regarding what is best for you as the patient.
- The potential limitations of this program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication, and be willing to discuss the details of your disease, medical history, and current practices with your pharmacist so your provider can have a full understanding of your situation.
- Please let your physician know you are a patient of UAB Specialty Pharmacy Services and are enrolled in our Patient Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.
- To contact the Patient Management Program, please call UAB Specialty Pharmacy Services at 205-996-3300 or 855-292-6330.