



Apovia Pharmacy Services Welcome Packet

For Our Specialty Pharmacy Clients
www.apoviarx.com/specialty-pharmacy || 267-901-0000

Welcome to Apovia Pharmacy Services!

Our mission is to empower our patients, partners, and community through personalized, caring, and professional pharmacy services. We are here to help you through your therapy and have pharmacists that can answer any questions you have 24 hours a day, 7 days a week. Our service is offered at no additional cost to you.

T Our pharmacists are specially trained to provide you with a great pharmacy experience. Below is a brief overview of our services:

- Our patients have access to our customer service staff between the hours of 9am – 5pm EST, and clinically trained pharmacists **24 hours a day, 7 days a week.**
- Our patients are treated as individuals and we work with your doctors to create a program made for you.
- Our dedicated pharmacy team will check in on your monthly refills and arrange the delivery of your medication along with educational material if you need it.
- Our pharmacists will create a customized plan through our patient management program.
- If you require information in a different language, our pharmacy will provide free translation and interpreter services. In addition, our pharmacy partners with a service that connect people who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. If our methods do not fit your needs, an authorized guardian can call on your behalf.
- All patient communication is also available in digital format on www.apoviarx.com/specialty-pharmacy.

Thank you for choosing us as your specialty pharmacy and welcome to Apovia Pharmacy Services.

Contact Us

As a specialty pharmacy patient, you will have access to our highly experienced pharmacy team via:

Email:

specialty@apoviarx.com

24/7 Telephone:

(267) 901-0000

24/7 Toll Free Telephone:

(888) 215-4555

Fax:

(267) 546-4324

In-person:

313 Henderson Dr.,
Sharon Hill, PA 19079

Hours of Operation

9 a.m. – 5 p.m. EST
Monday to Friday

HolidaysContact Us

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Email:

specialty@apoviarx.com

24/7 Telephone:

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What is Specialty Pharmacy?

A specialty pharmacy provides medications to treat difficult medical conditions and other needs for the patient. These medications are often high-priced, and need patient education and are not available through most local pharmacies. A specialty pharmacy has clinically trained pharmacists who can educate you about storage conditions, handling, and how best to take your medications. The staff at Apovia Pharmacy Services will provide you with a plan of care to help you manage your medications and will create a customized plan for you through our patient management program.

Participating in this program may help you deal with your treatment better by providing information on how to deal with side effects. This program can help you explore other potential treatment options if your current one is not the best. Our pharmacy team can provide education to you and/or your caregiver regarding the medication or your condition. We will work closely with your doctors to make sure they know when you need help. We will keep your doctor updated on your therapy. Lastly, we will work as a team to obtain the right medication treatment for you.

Potential health advantages of participation in the program include:

- Improved health outcomes
- Decreased side effects
- Increased compliance with your treatment plan

The success of our program depends on you. You must be willing to work together with your doctor and pharmacist. You must be willing to take your medication as directed by your doctor. You must be willing to discuss the details of your disease and medical history with your pharmacist. Consultations with a pharmacist do not replace appointments with your provider.

You can opt out of this service at any time by telling your pharmacist when you pick up your prescription or by phone.

If you have any concerns or questions about the patient management program, please contact us at **(267) 901-0000** or **(888) 215-4555** any time, 24 hours a day.

Frequently Used Insurance Terms

All prescription insurance companies have different kinds of plans. To help you understand your benefits, here are some common terms and their meanings:

Refill-too-soon

You are trying to refill a medication sooner than your insurance company approves. Most insurance companies allow you to refill a medication once a certain amount of your medication is used. This is based on the anticipated number of days your supply should last. If your dose has increased or you are going on vacation, please contact the pharmacy immediately.

Quantity Limits

Your provider has written for a certain amount of medication, but it is more than your insurance will cover. This can be limited to tablets per day or by how many months of medication you can receive at a time. Our pharmacy staff will explain this and work with you to answer any questions or concerns.

Step Therapy

Your insurance plan wants you to try other less expensive medicines, or "steps", before they will pay for the prescribed medication.

Prior Authorization

The medication being prescribed is not covered by your plan without supporting information such as medications tried and failed. Our pharmacy will work with your provider's office to get this authorization, and we will keep you updated throughout the process.

Copayment

Depending on your insurance plan it is either a fixed or variable payment for a covered service made each time you receive this service. An example of such a service is filling a medication.

Concerns or Suspected Errors

You have the right and responsibility to report concerns, complaints or dissatisfaction, suspected counterfeit medication or medication errors, and/or adverse drug events to our pharmacy call center without fear of reprisal, discrimination, or unreasonable interruption of services. Call the company corporate office at **(267) 901-0000** or **(888) 215-4555** and ask to speak with the specialty pharmacy manager during regular business hours or the company representative if you are calling outside of regular business hours.

The formal grievance procedure of Apovia Pharmacy Services ensures that your concerns or complaints will be reviewed and an investigation started within 5 business days of receipt of the concern or complaint. Every attempt shall be made to resolve all grievances within 14 calendar days. You will be informed verbally and in writing of the resolution of the complaint or grievance. If more time is needed to resolve the concern/complaint, you will also be informed verbally and in writing.

If you feel the need to discuss your concerns, dissatisfaction, or complaints with a party other than Apovia pharmacy staff, please file a complaint with the Pennsylvania Board of Pharmacy, URAC, or ACHC complaints division via phone, email or online at,

Pennsylvania Board of Pharmacy 717-783-7156/ ST-PHARMACY@pa.gov

URAC 202-216-9010/ [URAC.org/contact/file-a-grievance](https://www.urac.org/contact/file-a-grievance)

ACHC 855-937-2242/ COMPLAINTS@achc.org

Patient Rights and Responsibilities

As a patient you have certain rights and understanding them will help us provide you with the best possible care. It is our responsibility to protect and defend your rights.

You have a right to:

1. Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
2. Be informed, in advance of care/service being provided and their financial responsibility
3. Receive information about the scope of services that the organization will provide and specific limitations on those services
4. Participate in the development and periodic revision of the plan of care
5. Refuse care or treatment after the consequences of refusing care or treatment are fully presented
6. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
7. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
8. Be able to identify visiting personnel members through proper identification
9. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
10. Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
11. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
12. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
13. Be advised on the agency's policies and procedures regarding the disclosure of clinical records
14. Choose a healthcare provider, including an attending physician*, if applicable
15. Receive appropriate care without discrimination in accordance with physician's* orders, if applicable
16. Be informed of any financial benefits when referred to an organization
17. Be fully informed of one's responsibilities

Patient Financial Responsibilities

Our pharmacy services will work directly with your insurance company to determine any out-of-pocket costs such as deductibles, copays, and coinsurance. In addition, cash prices of our medication inventory may be requested at any time by contacting our pharmacy staff. If our pharmacy is not partnered with your plan, Apovia Pharmacy Services will provide you with the cost of the medication verbally, and in writing by request, as well as identify an alternative pharmacy who is partnered with your plan. If your medication needs to be transferred out of our pharmacy because we are out-of-network, we will work with your insurance company to find an in-network pharmacy. Before any transfers are made, we will contact you and your doctor to notify the transfer of service. If at any time you have questions regarding the cost of your medication or information about pharmacy claims, contact a pharmacy staff member and we will gladly assist you.

Contacting Us

Our pharmacy staff takes pride in the timeliness of our responses. Non-urgent requests from a provider will be answered within two business days. Clinical inquiries from any party will be answered within 30 minutes if a pharmacist is not readily available. When calling our pharmacy, a call center representative will route the call to the suitable pharmacy staff member if they are unable to assist you directly.

Apovia Pharmacy Services shall handle urgent and emergent calls and clinical questions, 24 hours per day and 7 days per week, in the following manner:

- During business hours:
 - Clinical calls will be forwarded to the pharmacist-on-duty.
 - If a pharmacist is not immediately available, please leave a message and a pharmacist will return your call within 30 minutes.
- After business hours:
 - A pharmacist will be on-call for urgent, prescription emergencies. If a pharmacist is not available right away, please leave a voicemail and a pharmacist will return your call within 30 minutes.
 - This service is offered to you free of charge and is available 24 hours per day, 7 days a week.
- Before leaving a message for the pharmacist, these are the options that will be provided by live person or recording:
 - If this is a medical emergency, hang up and dial 9-1-1 or local emergency services
 - During business hours, the caller can remain in the waiting queue until a pharmacist is available or;
 - Leave a message for the pharmacist.

Holidays

Our pharmacy is closed during these holidays:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Contacting Us (continued)

Emergency & Disaster Information

If there is a disaster in your area, please call (267) 901-0000 to tell us where to deliver your medication. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your home.

If there is a disaster at 313 Henderson Dr. and the physical pharmacy location is not able to provide service, Apovia Pharmacy Services has a pharmacy that is prepared for an emergency at the Carl Moore Health Center located on 1401 South 31st St, Philadelphia, PA 19146. The pharmacy's phone number is (215) 755-7700.

Lost Supplies and Vacation Travel

If you lost supplies for your specialty order or need your medication(s) in advance due to travel, please contact our pharmacy as soon as possible and we will work with your insurance company to complete your request.

Returned Goods Policy

Your State Board of Pharmacy Regulations does not allow the resale or reuse of medication that was previously dispensed or has left the pharmacy premises. As a result, credit cannot be issued for unused or excess products

Prescription Transfers

You may transfer prescription(s) into our pharmacy, or out to another pharmacy at any time. Please contact a pharmacy representative to initiate this process.

Medication Substitution

Whenever possible, Apovia Pharmacy Services will replace a lower-cost generic medication for a brand-name medication unless you or your prescriber has asked for a specific brand-name drug. This may occur for new medications, refills, therapeutic changes and medication transfers.

If a medication is not available in the market or your insurance plan does not cover the originally prescribed medication, our pharmacy will inform you of the situation and reach out to your doctor to switch to a medication with the same effects.

Overall, anytime your medication is changed for any reason (generic manufacturer change or brand to generic change), our pharmacy staff will ensure your drug therapy is not interrupted and all changes are communicated to you.

Medication Delays

If your medication is delayed, an Apovia Pharmacy Services representative will call you to provide assistance and notify you about the next steps regarding your order.

Frequently Asked Questions (FAQs)

How do I check the status of my order?

You can call (267) 901-0000 and speak to a pharmacy representative to check the status of your order. If you would like to check the status of your order after our normal business hours, leave a voicemail and we will return your call the following business day.

How do I fill my prescriptions, including refills?

You are welcome to drop off hard copy prescriptions at our pharmacy location. You may also have your doctor use our pharmacy contact information to send or call in a prescription to our pharmacy. If we already have your prescription at the pharmacy, you may call (267) 901-0000 and speak to a pharmacy representative to fill your prescription. Although our staff will reach out to you when you are due for a refill, we welcome you to submit a refill request when you are down to your last week of medication supply by calling us at (267) 901-0000. If you request for a refill after our normal business hours, your refill request will be addressed the following business day.

How long does it take to receive my medication?

If the medication is in stock, medications can be picked up at the pharmacy between the hours of 9AM to 5PM EST Monday to Friday. Any medications that need to be ordered, will be ready the next business day in the afternoon. Our pharmacy also offers same day courier service and free overnight shipping. All orders that are shipped or delivered must receive a representative's signature at the time of delivery.

What do I do if there is a drug recall?

Apovia Pharmacy Services follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. Apovia Pharmacy Services will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, our pharmacy will contact your prescriber or your health plan.

Where can I find more information about my condition, diagnosis, and/or treatment?

Apovia Pharmacy Services has highly trained pharmacists that can provide evidence-based health information, and manufacturer's health information, and content. Call (267) 901-0000 and ask to speak to the pharmacist.

Where can I find more information about consumer advocacy support?

To learn more about consumer protection and advocacy services please visit www.apoviarx.com/specialty-pharmacy or speak to one of our pharmacists. Any patient enrolled in our patient management program will receive assistance in coordination of services as needed.

How do I tell if my package has been opened?

Our pharmacy ships all packages with **tamper evident tape**. This tape will show a special pattern once it has been activated with water and used to seal the package. If the seal has been opened, the pattern will show signs of tampering.

What do I do if I suspect my package has been opened?

Please contact Apovia Pharmacy Services by phone at [\(267\)901-0000](tel:2679010000) or by email at specialty@apoviarx.com.

Patient Safety

Know your local poison control number or dial 1-800-222-1222.

Keep all hazardous materials and liquids out of the reach of children.

If you are using hazardous materials and/or medications, our pharmacy staff will notify you and proper disposal instructions will be provided.

Proper Disposal

Any non-controlled medications can be returned to any Apovia Pharmacy Services location for proper disposal. Any controlled medications can be returned to the nearest Prescription Take Back Box Location. Please see our attached guide: *Disposal of Unused Medications: What You Should Know*.

Check with your local waste collection service to verify the disposal procedures for sharps containers in your area. You can ask your prescriber's office about the possibility of disposing of items in the prescriber's office during your next office visit. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at <http://www.cdc.gov/needledisposal/>

Adverse Drug Reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their doctor, local emergency room, or 9-1-1.

How to throw away home-generated biomedical waste

Home-generated biomedical waste is any type of syringe, lancet or needle ("sharps") used in the home to either inject medication or draw blood. Special care must be taken with the disposal of these items to protect you and others from injury, and to keep the environment clean and safe.

If your therapy involves the use of needles, an appropriately sized sharps container will be provided. Please follow these simple rules to ensure your safety during your therapy.

Sharps

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps-container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can or liquid detergent container) could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than $\frac{3}{4}$ full.

Suspicious Drugs

Fraudulent drugs are fake medicines not produced to the clinical effects of the drugs they claim to be.

These drugs may be contaminated, and as using them may worsen your health conditions.

Contact us at **267-901-0000** if your medication

- has softening or hardening;
- has swelling, spots or discoloration;
- has crystals on or on the container walls;
- has a different shape, size, taste or color;
- has a strange smell
- is not correctly labelled or not labelled at all;
- has an out-of-date or missing expiry date;

Needle-stick safety

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps-disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle stick or sharps-related injuries promptly to your physician.
- If your therapy does not involve the use of needles or sharp items you do not need a sharps container. You should place all used supplies (e.g., syringes or tubing) in a bag you can't see through. Put this bag inside a second bag, and put this in your garbage with your other trash.

Disposal of Unused Medicines:

Medicines play an important role in treating many conditions and diseases and when they are no longer needed it is important to dispose of them properly to help reduce harm from accidental exposure or intentional misuse. Below, we list some options and special instructions for you to consider when disposing of expired, unwanted, or unused medicines.

Transfer Unused Medicine to Authorized Collectors for Disposal

Visit the Drug Enforcement Agency's (DEA) website to see when and where the next **National Prescription Drug Take back Day** is being held. The DEA also lists public disposal locations on their website and patients can search by their home zip code. https://www.deadiversion.usdoj.gov/drug_disposal/takeback/

Apovia Pharmacy Services is partnered with Stericycle to allow patients to drop-off their unused medications at any Apovia Pharmacy Services location. Unfortunately, controlled substances cannot be returned by this method.

Disposal in Household Trash

If no medicine take-back programs or DEA-authorized collectors are available in your area, and there are no specific disposal instructions on the label, you can also follow these simple steps to dispose of most medicines in the household trash¹:

1. Mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds.
2. Place the mixture in a container such as a sealed plastic bag.
3. Throw the container in your household trash.
4. Scratch out all personal information on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.

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¹ <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>, Updated: 05/01/18 Pharm Op 12biii

² <https://www.in.gov/health/overdose-prevention/general-information/medication-storage-and-disposal/>