

McLeod Health

Specialty Pharmacy

Welcome Packet



Dear Valued Customer:

Welcome to the McLeod Health Specialty Pharmacy. We appreciate the chance to provide your pharmacy needs. We want to offer you quality care and excellent customer service.

Our pharmacy team is an extension of your care team. The pharmacy care team consists of Pharmacists and Pharmacy Technicians. We will work as a team to provide your medicines in a safe and timely manner.

Please review the important information in this welcome packet. It explains our services and provides helpful information.

Please contact us if you have any questions. Our phone number is (833) 494-3459.

Thank you for choosing the McLeod Health Specialty Pharmacy.

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McLeod Health

The Choice for Medical Excellence

The **Mission of McLeod Health** is to improve the overall health and well being of people living within South Carolina and eastern North Carolina by providing excellence in health care.

What is our Vision?

The vision of McLeod Health is to be *The Choice for Medical Excellence.*

A set of common values unites each and every person at McLeod in preserving our mission to cure and our passion to care. The **McLeod Core Values** include:



THE VALUE OF CARING

"A spirit of willing and compassionate service to others."



THE VALUE OF THE PERSON

"A commitment to the well-being of the whole person."



THE VALUE OF QUALITY

"A dedication to superior healthcare quality."



THE VALUE OF INTEGRITY

"An ethical responsibility for upholding standards for honesty and truth."

For emergencies:

- Call 911 or seek emergency medical attention if experiencing life-threatening symptoms
- Poison Control: 1-800-222-1222
- Suicide & Crisis Lifeline: 988 or 1-800-273-8255

Specialty Pharmacy Patient Management Program

We offer a Specialty Pharmacy Patient Management Program to patients in the states of North Carolina and South Carolina. This program provides helpful tools and personalized services. We enroll you when we receive your prescription. There is no additional cost to you, and enrollment is optional. You may contact us any time if you want us to remove you from the program.

Your Patient Management Program provides you with:

- Personalized services specific to your condition
- Education materials about your condition
- Monthly refill reminder calls to help you refill your medications on time
- Expertise to help you save time and money on your specialty medications
- Convenient, timely, and confidential medication delivery options
- 24/7 access to pharmacists

Our Patient Care Management program provides care to help improve your health. This includes health monitoring and medication management.

Your Specialty Pharmacy Care Team can:

- Schedule a refill shipment
- Check the status of your order
- Answer billing or insurance questions
- Assist in obtaining prior authorizations
- Help find financial assistance

We are here to answer any questions you may have. Contact us when you:

- Have questions about your medication
- Think you are having a side effect or allergic reaction
- Stop or start any medication, even those filled at another pharmacy
- Have a change in contact information or delivery address
- Have a change in insurance or payment information
- Need to check status of your delivery
- Need to reschedule or change your delivery
- Have a concern about delivery delays
- Have any other questions or concerns

Pharmacist Assistance

Our pharmacists are here to answer questions. You can ask us about your medication and care plan any time. A pharmacist is available 24 hours a day, 7 days a week. After normal business hours, you can leave a message and the on-call pharmacist will return your call. In the case of an emergency, call 911.

Disclosure and Privacy Policy

Our priority is to protect your privacy and information. Information may come from you, your health plan and your healthcare providers. We will use your information for contracted services only.

To reach your Specialty Pharmacy Team, please call (833) 494-3459.

Medication Management Services

Filling New Prescriptions

We will work with your prescriber when you need a new medication. Your prescriber may prescribe to our Specialty Pharmacy via:

- fax
- telephone, or
- digitally prescribing.

You may call to request a new prescription. We will contact your prescriber to obtain a new prescription.

Ordering Refills

Call the pharmacy when you are due for your next refill and our staff will:

- check your progress
- verify the shipping address
- confirm delivery date, and
- connect you with a pharmacist if you have any questions about your treatment.

From Your Pharmacist

The pharmacist is available to discuss your medications.

Please call the number listed on the medication label.

Written information about this prescription has been provided for you. Please read this information before you take the medication.

Side Effects & Adverse Drug Reactions

Contact your doctor or care team if you experience a side effect. Visit the emergency department or call 911 immediately in case of a life-threatening emergency or any of the following:

- adverse drug reaction
- allergic reaction
- acute medical symptoms
- other problems

Patient Concerns & Medication Errors

Please contact us if you have comments or concerns about:

- your medications
- services received
- delivery
- other issues

Call us if you suspect errors or counterfeit medications. We will address your concerns within 24 hours or the next business day.

Controlled Substances

The pharmacy reports prescriptions for controlled substances to Prescription Monitoring Programs as required by law. Specific people may request information from State Prescription Drug Monitoring Programs. State law authorizes a limited number of purposes for these inquiries.

Delivery Services

Delivery of Your Medication

We coordinate delivery of your medications. We deliver to your home, your prescriber's office or another location. We include necessary supplies, like needles. Some medications require special handling or refrigeration. We provide special handling and shipping.

It is okay if you cannot be there to accept the package. We can deliver to your home or another approved location. Your delivery may or may not require a signature.

Special Packaging & Shipping

McLeod Health Specialty Pharmacy uses special packaging and expedited shipping. This helps keep the medication safe. Extreme heat, cold or humidity may affect the medication. We may use ice packs in your shipment. The number of ice packs may vary. Sometimes they may be unfrozen. These factors change based on seasons. Call us if the package looks damaged or isn't in the proper temperature range.

About Your Order

Please verify the accuracy of your shipments upon receipt. Call our pharmacy team to report any concerns or discrepancies.

Returns, Delays, Unavailability, and Medication Storage and Disposal

Returned Goods Policy

State Board of Pharmacy Regulations forbid the resale or reuse of a prescription item that has been previously dispensed. We cannot issue credit for unused or excess products. We will return or reship defective medication or supplies.

Generic Substitution

We will substitute a lower-cost generic for a brand-name medication whenever possible. This includes new prescriptions, refills, transfers or therapeutic changes. You or your prescriber may request a brand-name drug.

Medication Delays

We will contact you if there is a delay in your order. We will provide assistance in this situation.

Transferring Prescriptions

If you need a prescription transferred into or out of our McLeod Health Specialty Pharmacy, we will help facilitate the transfer. Contact our staff at (833) 494-3459.

Medications Not Available at McLeod Health Specialty Pharmacy

There may be occasions where we can't provide your medication. We will make sure you receive your medication from another pharmacy. You may want your prescription transferred to another pharmacy. In that case, please contact the pharmacy. We will transfer your prescription on your behalf.

Safe Medication Storage and Disposal

- Keep all medications and supplies out of reach of children and pets and away from other household or food items
- Do not flush unused medications or pour them down the sink
- Use local drug takeback programs
- Do not recap needles after injections. Keep a sharps container close by for easy disposal of needles and syringes

Financial Services

Payment Policy

McLeod Health Specialty Pharmacy will explain your financial obligations. This will happen before your care begins. Insurance may not cover all your costs. We will provide the medication's cash price if you request it. We will provide the pharmacy's network status and other information.

Payment Plan

Call our pharmacy department to speak with a team member when:

- You need help arranging a payment plan to pay an outstanding balance, or
- You receive a check from your insurance company

Drug Claims

McLeod Health Specialty Pharmacy may submit claims to your health insurance. This happens on the date we fill your prescription. You may need to pay a portion of the cost. Out-of-pocket costs depend on your insurance. They may include: deductibles, co-payments, coinsurance, and annual out-of-pocket limits.

You must pay your co-payment when you order your medication or refill. We will tell you the exact amount you need to pay. Our staff will notify you if your claim rejects. We will work with you to resolve the issue.

Medical Insurance Claims

McLeod Health Specialty Pharmacy will bill Medicare Part B for you. You may be responsible to pay a coinsurance or deductible. Your health plan may deny coverage. If you disagree, you may have the right to appeal.

Financial Assistance

We will provide all financial assistance options available to you. We will assist you with the application process for programs which may include drug company assistance programs and coupons. In some cases, foundations may provide funding for medications.

Emergency & Disaster Preparedness

- Store non-perishable food, extra bottled water, and a first-aid kit. Regularly check for expiring items and replace when necessary. Have a battery-operated radio, flashlights, and extra batteries on-hand
- Keep an up-to-date list of your medications, including dose and indicated use, and know how much medication you have on-hand. Place medication bottles/packages in a water-tight container if there is a possibility of flooding or water damage. Have ice available for medications that need refrigeration
 - <https://www.fda.gov/media/73856/download>
 - <https://www.fda.gov/drugs/fda-drug-info-rounds-video/transcript-emergency-preparedness-keeping-medications-safe-feb-2016>
- If you are on a nebulized medication or other medication that requires electricity to administer, please call your local power company to report special needs. They may be able to prioritize restoration of your electricity
- Should you experience a natural disaster or other emergency that requires you to leave your home, take your medication with you. Once safe, please call our pharmacy to inform us of your new location and contact information to set up a new delivery
- Should a natural disaster, such as a hurricane or ice storm, impact shipping to your area the pharmacy will contact you to determine if you will need medication shipped early or locate your medication locally to avoid interruptions in therapy
- Learn more on how to protect your loved ones:
 - <https://www.emergency.cdc.gov/protect.asp>

Infection Prevention



Hand Sanitizers

- Apply enough product on hands to cover all surfaces
- Rub your hands together until hands are dry



Handwashing

- Wash your hands to prevent the spread of germs and infections. Do this before you prepare or handle your medications

Tips from the Centers for Disease Control and Prevention (CDC)

- 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. Be sure to 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 two times
- Rinse hands well under clean, running water
- Dry hands using a clean towel or air dry them

Support Resources

Allergy and Immunology

- www.acaai.org
- www.allergyasthmanetwork.org
- www.foodallergy.org

Cardiology

- www.acc.org
- www.cardiology.org
- www.heart.org

Cystic Fibrosis

- www.cff.org
- www.cfri.org
- www.healthwellfoundation.org

Dermatology

- www.psoriasis.org
- www.aad.org

Gastrointestinal Conditions

- www.chronscolitisfoundation.org
- www.gi.org

Growth Hormone Conditions

- www.hgfound.org
- www.hormone.org

Hematology/Oncology

- www.sicklecell.org
- www.sicklecelldisease.org
- www.cancer.gov
- www.cancer.org

Hepatology

- www.liverfoundation.org
- www.hepcassoc.org
- www.hepatitisfoundation.org
- www.niaid.nih.gov/diseases-conditions/hepatitis

Infectious Diseases

- www.cdc.gov
- www.hiv.gov
- www.ncaan.org
- www.aidsmap.com

Infertility

- www.americanpregnancy.org
- www.resolve.org
- www.asrm.org

Inflammatory Conditions

- www.rheumatology.org
- www.arthritis.org

Neurology

- www.nationalmssociety.org
- www.mymsaa.org
- www.msfocus.org

Pulmonary Diseases

- www.thoracic.org
- www.pulmonaryfibrosis.org

Solid Organ Transplant

- www.transplants.org
- www.unos.org

McLeod Health Specialty Pharmacy

Location & Contact Information

501 East Cheves Street, Suite D
Florence, SC 29506
(833) 494-3459
Visit us online at:
www.mcleodpharmacy.org

Hours of Operation

Monday - Friday 9:00 a.m. - 5:00 p.m.
Closed:

- Thanksgiving Day
- Christmas Day
- New Year's Day

Our on-call pharmacist is available 24 hours per day, 7 days per week. They will help you with urgent matters concerning your medication.

Complaints & Grievances

You have the right to file a grievance. You may file a written complaint. We will address your concerns within 7 to 10 business days. We will provide a final resolution within 10 days.

You have the right to file a grievance if you feel your patient rights were not upheld. You have a right to receive a written response. You may file a grievance with one of the agencies below if we are unable to resolve your grievance.

State Boards of Pharmacy & Accrediting Bodies

South Carolina Board of Pharmacy
110 Centerview Drive #306
Columbia, SC 29210
(803) 896-4700

North Carolina Board of Pharmacy
6015 Farrington Road #201
Chapel Hill, NC 27517
(919) 246-1050

ACHC
139 Weston Oaks Ct
Cary, NC 27513
(919) 785-1214

Additional Information

For patients who are non-English speaking, you may receive translation services. For more information, call (833) 494-3459.

Patient Rights & Responsibilities

You have the right to:

- Have personal health information (PHI) shared with the patient management program only in accordance with state and federal law.
- Speak to a health care provider.
- 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.
- Be informed, in advance of care/service being provided and their financial responsibility.
- Receive information about the patient management program, including the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment, decline participation, or dis-enroll at any point in time, after the consequences of refusing care or treatment are fully presented.
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification, including their job title, and to speak with a staff member's supervisor if requested.
- Receive care without discrimination based upon age, race, ethnicity, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity (or expression), national origin, expression, or source of payment.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- 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.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI).
- Be advised on the organization's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Receive a detailed explanation of one's financial responsibility.
- Information and counseling on the availability of known financial resources for one's health care.
- Receive a notice of non-coverage (if you are a Medicaid or Medicare beneficiary).

You are responsible to:

- Provide accurate and complete information regarding past and present medical history as well as contact information.
- Notify the patient management program of any changes.
- Notify your provider of your participation in the patient management program.
- Notify the pharmacy of any changes to your medications.
- Participate in the development and updating of a plan of care.
- Accept responsibility for your actions if refusing treatment or not complying with prescribed treatment and services.
- Respect the rights of pharmacy personnel.
- Notify your physician and the pharmacy with any potential side effects and/or complications.
- Notify the pharmacy when your medication supply is running low, so refill may be shipped to you promptly.
- Submit any forms that are necessary to participate in the program to the extent required by law.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

Our Promise

It is the policy of McLeod Health to protect the privacy and integrity of its patients' protected health information (PHI) and/or substance use disorder (SUD) records, as required by law, ethics, Det Norske Veritas, and the Accreditation Commission for Health Care. Everyone who works for McLeod Health must follow these rules.

Your Privacy Rights

Although your health record belongs to McLeod Health, the information in the record belongs to you. You can:

- review and ask for a paper or electronic copy of the health information in your medical and billing records (a fee may apply);
- ask that information be amended in your record if you feel there is an error;
- ask to whom your health information and/or SUD records were shared for a purpose other than treatment and/or payment;
- ask that certain people not be allowed to see your health information and/or SUD records;
- ask that we get in touch with you about your health information and/or SUD records in a different manner than we normally do;
- ask for a paper copy of the Notice of Privacy Practices at any time;
- change your mind on allowing us to use or share your health information and/or SUD records;
- expect to be promptly notified if your PHI and/or SUD records are lost, stolen, used, or disclosed by an unauthorized person; and
- request that McLeod Health not bill your health plan if you paid for the item or service in full and out of pocket.

In certain situations, McLeod Health has the right to deny a request and will try to work with you to meet your needs.

Uses and Disclosures of Your Medical Information

We may use and share your PHI and/or SUD records without your approval:

- for treatment, payment, or to manage the hospital, such as ordering a test, billing insurance, or participating in an inspection;
- to tell you about health services, treatment options, and health-related benefits;
- to remind you of an appointment;
- for our hospital directories using only your name, room number, general condition, and religion;
- to those involved in your care or in the payment of your care, unless you object;
- to notify family or friends of your location or condition in a disaster, unless you object;

Uses and Disclosures, Continued

- to raise money, unless you elect not to receive fundraising communications;
- certain types of research;
- as required by Law and to provide the required notices as part of the Data Breach Notification Process;
- to a Business Associate who helps us provide services to you. They are also required to protect your health information;
- to prevent something that might harm someone's health and safety; and
- for special situations involving health oversight, court orders, lawsuits, law enforcement, coroners, medical examiners, funeral directors, military and veterans activities, national security, intelligence activities, organ and tissue donation, public health, workers' compensation, cases of suspected abuse, neglect or domestic violence, and reports to the Food & Drug Administration.

Uses and Disclosures of Substance Use Disorder (SUD) Records

Your SUD records, or testimony regarding the content of such records, are subject to stricter federal confidentiality rules than other health information, and cannot be used or shared in civil, criminal, administrative, or legislative proceedings without your written consent or a court order.

Other than listed above, your health information and/or SUD Records will not be used or shared for any other reason unless you consent, especially in the case of psychotherapy notes, marketing, or the sale of your PHI.

Your health information and/or SUD records shared under this notice may also be re-shared by the recipient. Once your PHI and/or SUD records leave our control, it may no longer be protected by federal privacy regulations and may not be limited by McLeod.

McLeod Health has the right to change these practices as they relate to all PHI that we create and/or maintain. These practices will be posted on our web site and in our buildings near the registration areas.

For More Information or to File a Complaint

If you think there has been a problem with your privacy rights you may file a complaint with the McLeod Health HIPAA Privacy Administrator at 777-9652, or the McLeod Compliance Hot Line at 1-888-679-3531, or with the Secretary of the Department of Health and Human Services. You will not get in trouble for filing a complaint nor will treatment be withheld from you.