

# Welcome

to MD Anderson Specialty Pharmacy

THE UNIVERSITY OF TEXAS  
MD Anderson  
~~Cancer~~ Center

Making Cancer History®



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# Basic Information

## Contact Information

**The Specialty Pharmacy is located in the Mays Clinic Pharmacy.**

**Location:** Mays Clinic, Floor 2, near The Tree Sculpture, Room ACB2.1930

**Phone:** 833-703-6209

**Email:** [MDAndersonSpecialty@mdanderson.org](mailto:MDAndersonSpecialty@mdanderson.org)

To ensure your privacy, do not send medical information through email.

## Hours of Operation

**Hours:** Monday through Friday, 8 a.m.-6 p.m.

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters.

## Filling a Prescription

Your provider electronically sends the prescription to MD Anderson Specialty Pharmacy. Our team automatically enrolls you in our personalized specialty pharmacy service. Benefits of this service include:

- Education on how and when to take your medicine
- How to manage potential side effects
- Ongoing clinical evaluation and support

This service is at no additional cost. Enrollment is optional. You may call us at any time to be removed from this service. Filling your prescription with MD Anderson Specialty Pharmacy is also optional. Let us know if you would like to use another specialty pharmacy, and we will help you with the transfer of your prescription.

Call or send a MyChart message to request your doctor get a new prescription for your specialty medicine. To protect your privacy, do not send refill requests or other medical information through email.

## Refilling a Prescription

You may order refills by:

1. Stopping by the Mays Clinic pharmacy
2. Calling our specialty team at 833-703-6209
3. Making a medicine refill request using MyChart

If you have lost your medicine or supplies or if you need your prescription(s) in advance of travel, call MD Anderson Specialty Pharmacy at 833-703-6209. Our staff will work with you and your insurance company to ensure that your medicines are covered and that there is no lapse in therapy.



# Services Offered

## Insurance, billing and financial assistance

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. If you cannot afford your copay, our specialty team works with you and the manufacturer and/or various foundations to help reduce your out of pocket expense.

Some medicines need documentation for costs to be covered. This process is called a prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

If your insurance plan considers MD Anderson Specialty Pharmacy an “out of network” pharmacy, we inform you of the cost to fill your medicine with us in writing. Our staff transfers your prescription to an “in network” pharmacy if there is a cost savings to you.

## Payment Plans

Any balances must be paid before your next refill. You can pay with credit/debit cards, cash, personal checks, money orders and most flexible spending accounts. Call us if you need to set up a payment plan for any outstanding balances.

If you get a check from your insurance company, send it to MD Anderson Specialty Pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received. Call us if you have any questions about the check.



# Services Offered

## Pharmacist assistance

Our specialty pharmacists are here to answer your questions about your therapy and care plan. They have direct access to your doctors, nurses, and other providers, and will reach out to them if needed.

Pharmacists will:

- Teach you how to take your medicine correctly and consistently and share why it's important
- Ensure you know how to use injectable medicines
- Help you understand and manage side effects and drug interactions
- Discuss any problems you may have, such as administration difficulties or cost concerns
- Work with your health care team to ensure your therapy is safe, effective and appropriate

A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent medicine needs. After normal business hours, call 833-703-6209 and leave a message for the on-call pharmacist. He or she returns your call within 30 minutes. In case of an emergency, call 911.

## Prescription delivery

You can pick up your medicines from the Mays Clinic location. Or a free overnight delivery, via FedEx to your home, can be scheduled. FedEx delivers Monday through Saturday (Tuesday through Saturday if the medicine needs refrigeration). Signature upon receipt is requested. However, if you cannot accept the package, it can be left at your home or another approved location. We are not able to ship to a P.O. Box.

For medicines being delivered, our team needs to receive a new prescription or a refill request by 2 p.m. This is to ensure we have time to properly prepare and package your medicine before the FedEx pick up time.

Any supplies that you may need such as needles, syringes, alcohol swabs and/or sharps containers are included at no additional cost.

If your medicine requires refrigeration, we will include a temperature monitor to ensure the appropriate temperature is maintained throughout shipping.



# Services Offered

## Refill reminders

Our specialty team will call you:

- One (1) week before your medicine is scheduled to run out
- To check your progress
- To determine the pickup or delivery of your refill
- To verify your therapy and get a new prescription if you do not have any refills left

We connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

## Medicines not available at MD Anderson Specialty Pharmacy

MD Anderson Specialty Pharmacy has access to most specialty medicines, but if our specialty pharmacy is unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want your prescription transferred to another pharmacy, and we will transfer your prescription on your behalf.

## Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are special services available if you are visually impaired as well.



# Frequently Asked Questions

## What is specialty pharmacy?

A specialty pharmacy provides complex and costly medicines, called specialty medicines. These medicines may not be available at your local pharmacy. These medicines may also require special handling, teaching or monitoring by a trained pharmacist. Specialty pharmacy offers the care, service and support you need to get the most out of your specialty therapy.

## Will my insurance company let MD Anderson Specialty Pharmacy dispense my medicine?

MD Anderson Specialty Pharmacy can dispense for Texas Medicaid, most Medicare plans and many commercial/private insurance companies. If your insurance requires the use of another pharmacy, for new prescriptions or refills, we transfer your prescription to that pharmacy.

## Will you ever substitute my medicine with another?

We may substitute a lower-cost generic medicine for a brand medicine if your insurance company prefers the generic or to lower your copay. If a substitution is in order, a member of the MD Anderson Specialty Pharmacy team contacts you, before filling or shipping the medicine, to inform you of the substitution. Substitutions may be made to both new prescriptions and refills.

## When should I contact MD Anderson Specialty Pharmacy?

If you have:

- A change in your address, telephone number or insurance information.
- Any questions or concerns about your medicine.
- Concerns about how to take your medicine.
- To reschedule or check the status of your delivery.
- To start or stop a medicine or if your dose changes.
- A reaction or allergy to your medicine.

Also contact us if you:

- See that an error in shipping or dispensing has occurred.
- Notice your medicine has been recalled by the FDA.
- Need help getting your medicine during an emergency or disaster.



# Frequently Asked Questions

## Is it important to take all of my medicine?

Yes. Follow your doctor's instructions about the amount you should take and the length of time. It will improve your therapy outcomes. Pharmacists are available to answer your questions. They work with your care team to help you manage any side effects.

## What do I do if I have a bad reaction to my medicine?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact the MD Anderson Specialty Pharmacy or your doctor who prescribed the medicine to report the reaction.

## Can I return my prescription?

No. The Texas State Board of Pharmacy regulations does not allow the resale or reuse of an issued prescription item. Neither can a credit be issued for any unused or excess medicine. Call us if your medicine or device is defective. If possible, a new medicine or device is sent to you.

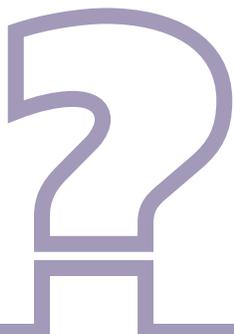
## How do I dispose of unused medicines?

MD Anderson is a U.S. Drug Enforcement Administration (DEA) authorized collection location. This means you can throw away unused or old medicines in green medicine disposal bins in the locations below:

- Main Building, Floor 2 Pharmacy: Main Building, Floor 2, near Elevator C, Room 2.2315
- Mays Clinic Pharmacy: Mays Clinic, Floor 2, near The Tree Sculpture, Room ACB2.1930

Contact us or go to these FDA websites for information and instructions on how to dispose of unused medicines:

- [www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm](http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm)



# Patient Information

## Community resources and support

Access to and information about community resources can help you improve your therapy. Social Work counselors are assigned to each outpatient clinic and inpatient service. They can provide you with these resources. They can also help you access community-based agencies and support groups, including disease-specific support groups at MD Anderson. Contact Social Work at 713-792-6195 or stop by one of their locations:

- Main Building, Floor 2, near Elevator D, Room B2.4650
- Mays Clinic, Floor 2, near the Tree Sculpture, Room ACB2.2135

## Drug Recalls

MD Anderson Specialty Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We contact you and your provider if a drug recall affects you.

## Severe Weather and Disaster Information

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we transfer your prescription to another pharmacy.

If there is a disaster in your area, call 833-703-6209 to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.



## Adverse medicine reactions

If you have an adverse reaction, sudden symptoms or other problems, contact your care team or hospital emergency room or call 911.

## Sharps and sharps disposal

After using your injectable medicine, place all needles, syringes and lancets and other sharp objects into a sharps container.

- Do not throw sharps in the trash unless they are inside a sharps container.
- Do not flush sharps down the toilet.
- If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid can be used.
- Before you throw away, reinforce the top with heavy-duty tape.
- Do not use clear plastic or glass containers.
- Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department for disposal procedures in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [www.cdc.gov/needledisposal](http://www.cdc.gov/needledisposal).

## 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 sticks or sharps-related injuries right away to your doctor.



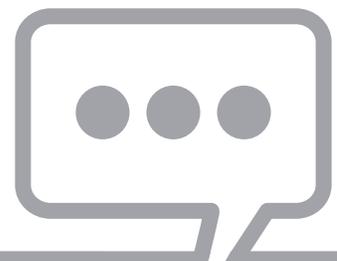
# Patient Concerns and Complaints

- You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns.
- Email us at [MDAndersonSpecialty@mdanderson.org](mailto:MDAndersonSpecialty@mdanderson.org)
- Share the concern with the staff involved or the manager in charge, either by phone or in person.

MD Anderson Specialty Pharmacy has a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five (5) business days of receipt. You are notified, either by phone or in writing, of our resolution. There is no retaliation for filing a complaint.

If MD Anderson cannot resolve your patient care or safety concern, you may contact:

- **Texas Health and Human Services Commission**, 888-973-0022, [hfc.complaints@hpsc.state.tx.us](mailto:hfc.complaints@hpsc.state.tx.us)  
Mailing address: Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, TX 78714-9030
- **Office of Quality Monitoring for The Joint Commission**, 800-994-6610, [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
- Medicare beneficiaries may also submit complaints regarding concerns of quality of care, coverage decisions and premature discharge by mailing **TMF Health Quality Institute**, Beneficiary Review Department, Barton Oaks Plaza Two, Suite 200, 901 MoPac Expressway South, Austin, TX 78745-5799



# Rights and Responsibilities:

## Your MD Anderson Rights and Responsibilities:

You have a right to safe care and should speak up if you have questions or concerns.

Read a copy of your MD Anderson patient rights and responsibilities online at [www.mdanderson.org/PatientAdvocacy](http://www.mdanderson.org/PatientAdvocacy)

## Your Specialty Pharmacy Rights and Responsibilities

As a specialty pharmacy patient, you have the right to:

- Receive timely care.
- Know how to contact the staff seven (7) days a week and what to do if an emergency arises.
- Consent or refuse treatment, as permitted by law, and be informed of likely consequences of refusing treatment. If you refuse a recommended treatment, you are entitled to other appropriate care and services that MD Anderson Specialty Pharmacy provides.
- Privacy and security. MD Anderson Specialty Pharmacy protects your privacy as much as possible.
- Expect that treatment records are confidential, unless you have given permission to release information or reporting is required or permitted by law.
- Expect that MD Anderson Specialty Pharmacy provide necessary health services to the best of its ability. Treatment, referral or transfer may be recommended based on access to medicine and any restrictions from your insurance company. If MD Anderson Specialty Pharmacy cannot meet your health care needs, you are referred to a health care provider who can meet your needs.
- Request alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy, if you have visual or hearing impairments.
- Be completely informed, before or at the time of receiving services, about changes and costs related to your care. This includes any costs not covered by Medicare or other payers. To be informed, in advance, if you are responsible for any charges. Discuss treatment options, regardless of cost or benefit coverage.
- Involve family members and friends to participate in your care, as permitted by law.
- Choose your pharmacy service providers.
- Be treated with courtesy, dignity and respect.
- Help make decisions about your care.
- Express concerns, grievances or recommend changes to pharmacy services without fear of discrimination or retaliation. To have any complaint promptly investigated and be notified of the findings and/or corrective action taken.
- Request and receive complete and scientifically proven information relative to your condition, treatment, alternative treatments, risk of treatment or care plans. Receive treatment and services promptly and professionally, while being fully informed of the pharmacy's policies, procedures and charges.



# Rights and Responsibilities:

- Receive proper and professional pharmacy care without discrimination against your age, sex, race, religion, ethnic origin, or sexual preference.
- Participate in the development and implementation of your plan of care. In addition, to receive information to take part in your care, including the proper use, handling and storage of your medicines.
- Receive information on how to get support from consumer advocacy groups. Receive pharmacy health and safety information, including consumer rights and responsibilities.
- Receive information about the patient management program, including its philosophy and characteristics.
- Have personal health information (PHI) shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Receive information on changes in, or termination of, the patient management program.
- Decline participation, revoke consent, or dis-enroll at any point in time.
- Give your medical history, contact information and to notify the patient management program of changes in this information.
- Notify your treating provider of your participation in the patient management program, if applicable.
- Follow your care plan or tell your doctor why you do not want to follow the recommendations.
- Participate in the development of your care plan.
- Communicate whether you clearly understand your care plan.
- Be considerate of pharmacy staff and your entire healthcare team.
- Notify your doctor and the pharmacy of any side effects and/or complications.
- Accept responsibility for your actions if you refuse treatment or do not comply with the prescribed treatment and services.
- Report any cancellation of scheduled appointments and/or treatments.

As a specialty pharmacy patient, you have a responsibility to:

- Submit any forms necessary to participate in the program, to the extent required by law.

