

## Welcome to Pharmacy Advantage Specialty Pharmacy

We are a Michigan-based company providing personalized support and compassionate care to patients across the United States. We are devoted to your safety and wellness. Let our knowledgeable team assist you to better understand your condition and prescription therapies. Our comprehensive programs are designed to work with you, your family, and your doctor to produce the best health outcomes.

Please take a few minutes to review all the information in your welcome packet.

### **Our Normal Business Hours (Eastern Time Zone):**

Monday-Friday, 8am to 6pm

Clinical Hours: Monday-Friday, 8am to 5pm

Closed Saturdays, Sundays, and Major Holidays

A pharmacist is on-call 24/7 for any urgent concerns

### **Upload the Pharmacy Advantage Specialty Pharmacy Website & Contact to your Smartphone**

#### **Instructions for adding Pharmacy Advantage to your contacts**

- Open your smartphone camera
- Position camera over the QR code, touch OPEN
- Touch , then, touch SAVE to my phone & ALLOW



Please visit [www.PharmacyAdvantageRX.com](http://www.PharmacyAdvantageRX.com) or call 800-456-2112 for more information on your condition, prescription, support services, and privacy notice.

We appreciate the opportunity to get to know you and your individual health needs.

Thank you for choosing Pharmacy Advantage Specialty Pharmacy!

## **Information about Rights**

Patients have legal rights for their protection during their service from Pharmacy Advantage. These rights will be made available to all pharmacy patients on the Pharmacy Advantage webpage: [www.pharmacyadvantagerx.com](http://www.pharmacyadvantagerx.com). Reasonable accommodations will be made for those with communication impairments and those who speak a language other than English. Explanation of the written statement of rights will be offered to patients, their guardians or their chosen representatives upon reasonable request.

### **Patients have the right to:**

1. Be advised on Pharmacy Advantage policies and procedures regarding the disclosure of patient's records.
2. Confidentiality and privacy of all information in the patient record and protected health information (PHI).
3. Speak to a health professional.
4. Identify the staff member of the program and their job title, and to speak with a supervisor of the staff member, if requested.
5. Receive appropriate care without discrimination.
6. Have one's property and person treated with respect, consideration, and recognition of patient's dignity and individuality.
7. Voice grievance/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/services without restraint, interference, coercion, or reprisal and have the grievance/complaints investigated.
8. Be free from (neglect verbal, mental, sexual, physical abuse) including injuries of unknown source and misappropriation of client/patient property.
9. Be informed of any financial benefits when referred to an organization.
10. Be informed in advance of care being provided and their financial responsibilities.
11. Receive information about the scope of services provided and limitations on these services.
12. Refuse care or treatment after the consequences are fully presented.

### **The following are applicable to Specialty patients only, in addition to the above:**

1. Receive information about Pharmacy Advantage and the therapy management program.
2. Have personal health information shared with the therapy management program, providers and caregivers only in accordance with state and federal law.
3. Know about philosophy and characteristics of the therapy management program.
4. Receive administrative information regarding changes in or termination of the therapy management program
5. Decline participation, revoke consent or disenroll at any point in time.
6. Be fully informed about care/services to be provided, any modifications to the plan of care, and participate in the development and periodic revision of the plan of care.

## Your Responsibilities as a Patient

1. Give accurate and complete clinical, health and contact information and to notify the Pharmacy Advantage staff of changes in this information,
2. Submit any forms that are necessary to participate in the program, to the extent required by law.
3. Notify the treating provider of participation in the services provided by Pharmacy Advantage.
4. Notify Pharmacy Advantage of any concerns about the care of services provided.
5. Be honest and direct.
6. Ask questions about anything you do not understand.
7. Follow your treatment plan and accept the consequences if you do not.
8. Be considerate of other patients and pharmacy staff.
9. Know your health care team.
10. Know your medicines.
11. Pay promptly for services or supplies delivered
12. Provided all requested insurance and financial information.
13. Sign the required consent and release for insurance billing.

<b>If you have question about your rights and responsibilities or need to file a grievance, complaint, error, or compliment contact:</b>	Pharmacy Advantage 1191 E. South Blvd Rochester Hills, MI 48307 800-456-2112
<b>If you have questions about your rights or care, contact:</b>	Michigan Board of Pharmacy P.O Box 30670 Lansing, MI 48909 517-335-0918
<b>If you have concerns about your Medicare or Medicaid rights contact:</b>	CMS Regional Office <a href="mailto:ROCHIORA@cms.hhs.gov">ROCHIORA@cms.hhs.gov</a> 800-803-7174
<b>Pharmacy Advantage Accrediting Bodies:</b>	ACHC Toll Free Phone Number: 855-937-2242 Email: <a href="mailto:customerservice@achc.org">customerservice@achc.org</a> Mail: 139 Weston Oaks Ct. Cary, NC 27513  URAC Phone Number: 202-216-9010 Email: <a href="http://urac.org/contact/file-a-grievance/">urac.org/contact/file-a-grievance/</a> Mail: 1220 L Street NW, Suite 900 Washington, DC 20005

## **Tips for Medication Use**

1. Take your medication as part of your daily routine. For example: Take your prescription at the same time as you would do a daily activity, like brushing your teeth or when you go to bed.
2. Ask your pharmacist or doctor to explain why you are taking your medication. Learning and understanding what your prescriptions are used for will reinforce your motivation to follow the treatment plan.
3. Use a pill organizer. This helps you visually keep track of your prescriptions, serving as both a reminder and to prevent double doses.
4. Ask your doctor or pharmacist to help simplify your medication regimen. Your doctor may be able to find similar treatments that will reduce the number of daily doses required.
5. Make an up to date medication list. Include drug names, strengths, dose and number of remaining refills. Easy access to a list of your medications will assist you in an emergency situation.
6. Enlist friends and family for help. They can assist with medication reminders or be a positive support throughout treatment.
7. Keep a medication calendar— Make daily checklist of the pills and times you should take them. This may include using a dry erase board. Mark the board when you take your prescription(s) as an easy way to track your doses.
8. Keep your medication or a reminder note in a visible place. An easy to spot storage place will prevent the “out of sight, out of mind” approach.
9. Take advantage of technology—Set an alarm, timer, or email/text through mobile apps to alert you to take your medication. Timer caps for pill containers are also available for purchase and beep when it’s time to take your prescription.
10. Using a home nurse service or free non-clinical volunteers—Private hire services that assist patients who want to maintain freedom but struggle with everyday tasks such as medication reminders, meal preparation, errands, etc.
11. Before taking a new medication, make sure you know what each medication is for, and the name and contact information of the doctor who prescribed it. Also, it’s important to understand how to take the medication, such as time of day and frequency, with or without food, and how to store it properly.

## Tips for Medication Use

12. Keep medications safe, secure and out of the reach of children and pets.
13. Don't skip doses or take half doses to save money.
14. Know whether your medication should be taken with or without food.
15. Following your medication instructions can play a significant role on how effective your medication will interact with your body.
16. **Medication that should be taken on an empty stomach:** As a general rule, medicines that are supposed to be taken on an empty stomach should be taken about an hour before a meal, or two (2) hours after a meal.
17. **Medication that should be taken with food:** Make sure to eat your food prior to taking your medication. A light snack or meal should be enough to coat your stomach lining. Some foods should be avoided with certain medications for example; grapefruit juice and some other fruit juices can change the way medications are absorbed and metabolize.  
Talk with your pharmacist and check your prescription bottle for instructions.

***Being Mobile is Fast, Easy & Convenient***  
***Get Your Free Pharmacy Advantage Mobile App Today!***

***Refilling prescriptions for you and your family***

View all of your prescriptions, prescription numbers, dosage, quantity, order history, remaining refills and medication expiration. Use your phone to easily scan the label on your prescription bottle, refill and track your prescriptions instantly anytime, anywhere.

Skip the lines and save time with our discreet, convenient, ***Free Home Delivery!***

***Reminders***

- Receive medication refill reminders
- Receive a text with a tracking number when your prescriptions are shipped
- Receive text reminders to take your medication
- Convenient text reminders to take your medications as prescribed

***Transferring Your Prescriptions from other Pharmacies***

Transferring a prescription from a non-Henry Ford pharmacy is quick and easy. You have the option to transfer one or all of your prescriptions to Pharmacy Advantage Specialty Pharmacy/ Free Home Delivery

1. Take a complete and clear photo of your prescription bottle **or** type in your prescription information
2. Chose the option to transfer one or all of your prescriptions

***Other Benefits of Going Mobile with Pharmacy Advantage Specialty Pharmacy***

- View your prescribing doctors
- Manage your pharmacy preferences anytime, anywhere
- Never run out of your medication with our auto refill option
- Save time and money with our discreet, Free Home Delivery

We're here to help you! If you have questions or need assistance downloading the Pharmacy Advantage Specialty Pharmacy mobile app. See FAQ (frequently asked questions) or call 800-456-2112

We are committed to providing safe, secure, personalized service while ensuring you have access to clinical expertise and supportive, compassionate care.

*Thank you for allowing us to partner in your healthcare*

Instructions to download Mobile App

- Open camera app on smartphone
- Position camera over square code, touch OPEN
- A blue screen will appear
- Touch App store for iPhones or Google Play for Androids
- Touch Get, then tap to upload or tap INSTALL

