



Making care remarkable, for you



Welcome to Novant Health Specialty Pharmacy. You're getting this packet because your provider prescribed a specialty medication to treat a complex condition. This guide goes hand-in-hand with your new prescription. It introduces you to Novant Health Specialty Pharmacy and how we help you manage your condition as well as your health. As a Novant Health Specialty Pharmacy patient, you receive more than professionally dispensed specialty medications, you also get a partner in your healthcare. Our team at Novant Health Specialty Pharmacy is dedicated to providing support to clinicians and their patients. If you have any questions or concerns about the prescription medication(s) we have provided, please contact us.

We're here to help you on your journey to remarkable.





Your care team

Our job and mission are to improve the health of communities, one person at a time. Our promise: We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology — when and where you need it. We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy. To make that happen, we have a whole team of experts dedicated to your service. Your care team includes:

Customer service representatives

- Schedule medication delivery times and locations that fit your needs.
- Answer phone calls and triage to the right care team member.
- Proactively monitor your package shipment once it leaves our pharmacy to ensure it arrives on time and to alert you of any potential delays.

Medication management specialists

- Work to make sure your insurance coverage and copays are correct.
- Help with the prior authorization process between your insurance and doctor.
- Help find ways that may reduce medication copays (financial assistance).

Pharmacists

- Help make sure you know how your medications work.
- Look to see if any of your medications may not work well together.
- Follow up to see how you are doing with medications and side effects.
- You can find some questions that we are commonly asked on page 9 of this packet.

Safety and storage

Medication storage

Keep all medications and supplies out of reach of children and pets and away from other household or food items. If your medication needs to be kept in the refrigerator, put it on a clean shelf or in a drawer.

*Source: Centers for Disease Control and Prevention

Waste disposal

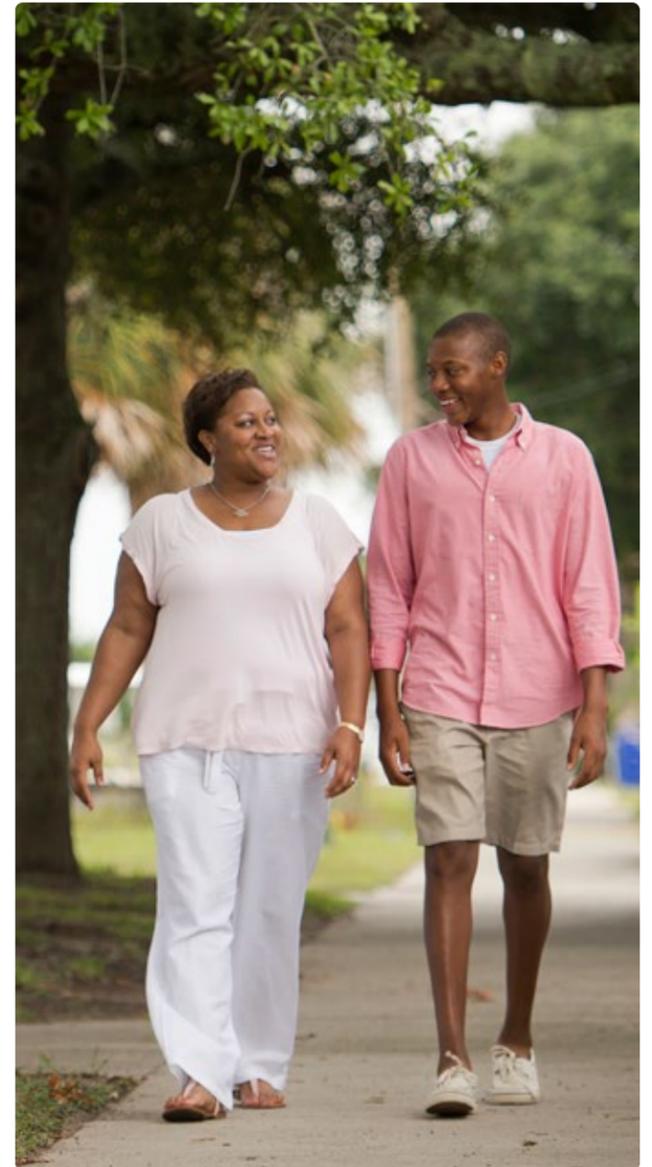
Do not flush unused medications or pour them down the sink. Utilizing local drug takeback programs is the best way to dispose of unwanted medications. Do not recap needles after injections. Keep a rigid, puncture-proof, leak-proof container close by for easy disposal of syringes and needles. Store the container upright and keep out of reach of children. To dispose of the container properly, follow your county or city regulations. Please do not take the container to Novant Health specialty pharmacy. If you need more information on disposal of unused medications or medical waste, consult your local Department of Public Health agency or call your pharmacy. If you need a new sharps container, please let us know when setting up your refill. For more information on safe disposal, you can visit the FDA Consumer Information on Safe Disposal of Medications web page ([fda.gov](https://www.fda.gov/oc/ohrt/)).

*Source: U.S. Environmental Protection Agency

Emergency and disaster preparation

If there is a disaster in our area, please take enough medication and supplies to last through the emergency. If you use an infusion pump or other device, be sure to take that with you, too. Store temperature-sensitive medication in an ice-filled ice chest, and when you can, let our team know how you are and how to reach you. To ensure that your treatment is not interrupted, you are welcome to pick up your medication or have your medication shipped from one of our specialty pharmacies that is not affected by the disaster or emergency.

For more on emergency and disaster preparation, see page 4 of this packet.



Recalls

In the event of an FDA-mandated drug recall, Novant Health Specialty Pharmacy will contact you with instructions on how to return the drug for proper disposal.

Emergency and disaster preparedness — are you ready?



Prepare	Plan	Respond	Recover
<ul style="list-style-type: none"> Risks Team members Resources Inventory Equipment Facilities 	<ul style="list-style-type: none"> Strategy Guides Accessibility Protection Impact Communication Resource management 	<ul style="list-style-type: none"> Implemented strategies Immediate needs Essential services 	<ul style="list-style-type: none"> Rebuild Assistance programs Evaluate results Future initiatives

Where can you go for help?

- Federal Emergency Management Agency (FEMA) — [fema.gov](https://www.fema.gov)
- Centers for Disease Control and Prevention (CDC) — [cdc.gov](https://www.cdc.gov)
- CDC's Strategic National Stockpile (SNS) — [phe.gov/about/sns/Pages/default.aspx](https://www.phe.gov/about/sns/Pages/default.aspx)
- National Association of County and City Health Officials (NACCHO) — [naccho.org](https://www.naccho.org)
- ReadyNC — [readync.org](https://www.readync.org)
- ReadyForsyth — [readyforsyth.org](https://www.readyforsyth.org)
- North Carolina Division of Emergency Management — [ncem.org](https://www.ncem.org)



Billing and understanding your insurance plan

Financial responsibility notification

By accepting medication from Novant Health Specialty Pharmacy, you authorize payment by your insurance company or Prescription Benefit Manager (prescription insurance card) to Novant Health Specialty Pharmacy for medications and supplies received from Novant Health Specialty Pharmacy. You are financially responsible for all copayments and deductibles associated with your insurance benefit.

Novant Health Specialty Pharmacy will take all reasonable steps to correctly file and process your insurance claims, including the initial filing of insurance and any prior authorization or appeals process necessary for coverage determination. Please note, if your insurance provider fails to remit payment, you may be responsible for the amount due.

Specialty pharmacy billing

- We accept cash, check or credit card as payment.
- Novant Health team members may also pay through payroll deduction.

Refund check policy

When a patient pays an invoice with a check and the bank returns the check for any reason, Novant Health Specialty Pharmacy may charge a returned check fee for each returned check. The patient is then responsible for paying Novant Health Specialty Pharmacy the account balance plus any returned check fees. When a customer pays by check, the customer is agreeing to this returned check policy.

Out of network

If we are not contracted with your pharmacy benefit manager and are out of network, we may be unable to dispense your prescription. We will notify you and offer to transfer the prescription to a pharmacy that is within your pharmacy benefit network.

Medication delivery and more

We make it easy to get the medication(s) you need, when and where you need it. We give you the choice of pickup at a Novant Health Specialty Pharmacy or delivery at home, or a preferred location.

Delivery times

Regular delivery is Monday through Friday, but some shipments arrive on Saturday.

Late or missing deliveries

Sometimes, shipments may be delayed for reasons beyond our control. We track all shipments until delivery is confirmed or an exception occurs. If you don't receive your medication on schedule, call us as soon as possible to avoid missing a dose. We have staff available 24 hours a day, seven days a week to address your delivery concerns.

Receiving your shipment

You or your insurance plan may require a signature for medication delivery. If that's the case, we can't leave your package at the door. We can always deliver your medication(s) to another location, even when you're on vacation.

Our partners

Novant Health Specialty Pharmacy uses the services of commercial shipping vendors including FedEx and U.S. Postal Service.

Change of address

Please let us know if your address, phone number or delivery preference changes.



Lower-cost generics

Some states allow lower-cost generic medications. If your doctor prescribes a brand-name medication, we may call him or her to see if a generic is right for you. This helps make sure your medications are both cost-effective and clinically effective.

Drugs we stock

Our inventory includes a large stock of specialty oral and injectable specialty medications. If a generic is available, we will offer to substitute. If you need a medication that is not included in our drug inventory, we will make every effort to obtain the medication for you. If Novant Health Specialty Pharmacy cannot obtain the medication you need, we will assist you with finding a pharmacy that carries the medication you need.

Patient rights and responsibilities

- 1 Be informed in advance about the care and services provided, including visit frequency and plans of care.
- 2 Be informed of any changes in or termination of involvement in the Specialty Pharmacy program.
- 3 Speak with a health professional.
- 4 Be informed in advance of the care being provided and financial responsibility, including financial benefits.
- 5 Receive information about scope of care being provided and the limitations of those services.
- 6 Participate in the development of the plan of care.
- 7 Identify personnel through proper identification including ability to speak with a supervisor.
- 8 Be provided with confidentiality and privacy of all information.
- 9 Be advised of policies regarding disclosure of clinical records.
- 10 Submit forms necessary to receive services.
- 11 Provide accurate medical and contact information and any changes.
- 12 Notify treating provider of participation in the Specialty Pharmacy program.
- 13 Notify the pharmacy of any concerns regarding care provided.

What are your rights?

You have the following rights. If someone is helping you make healthcare decisions, he or she may exercise these rights for you.

Quality of care – You have the right to:

- Quality care by skilled healthcare team and staff.
- Be treated for your pain.
- Treatment that is as comfortable as possible.
- Emergency procedures without unnecessary delays.
- Help decide the details of your plan of care.
- Ask for a second opinion, at your expense.

Safety – You have the right to:

- Safe care.
- Know when something goes wrong with your care.
- Have a family member or friend, as well as your doctor, notified promptly of your admission to the hospital.
- Be free from all forms of abuse and neglect.
- Be free from the use of restraints unless needed for safety.

Voice and choice – You have the right to:

- Get information in a manner you understand.
- Make informed decisions about your care.
- Refuse care.
- Make advance directives and have your medical wishes followed.
- Contact a person or agency to protect your rights.
- Have a support person with you for emotional support.
- Agree or refuse to allow pictures for purposes other than your care.
- Religious and other spiritual services that you choose.
- Complain without fear and have your complaints reviewed.

Privacy and access to medical information as described in Novant Health’s Notice of Privacy Practices.

Affordability – You have the right to:

- A detailed bill and an explanation of that bill.
- Information about resources to help pay for your healthcare.

Authentic personalized relationships – You have the right to:

- Know the names and jobs of the people who care for you.
- Be treated with respect and dignity.
- Treatment without discrimination.

What are your rights? cont.

- Respect for your culture, values, beliefs and preferences.
- Visitors of your choice. We will inform you of any restrictions.
- Personal privacy.

Easy for me – You have the right to:

- Sleep in the hospital without being awakened unless necessary.
- Know about rules that apply to your actions.
- Help in discharge planning from the hospital.

What is your role in your healthcare?

- Be an active partner in your healthcare.
- Ask questions.
- Keep appointments.
- Be respectful to other people and their property.
- Follow the facility’s rules.
- Follow your care instructions.
- Share as much health information with us as possible.
- Tell us about changes in your condition.
- Tell us when you are in pain.
- Give us a copy of your advance directive(s).
- Leave your valuables at home.
- Pay for your care.

For comments, complaints, grievances, or to report safety concerns, you may contact this Novant Health facility or call, toll-free **1-888-648-7999**. After normal business hours, please leave a message and someone will return your call the next business day.

You also may lodge a grievance directly with the following:

North Carolina Division of Health Service Regulation

Attention: Rita Horton
 9960 Mayland Drive, Suite 401
 2711 Mail Service Center, Raleigh, NC 27699-2711
 800-624-3004 (toll-free for NC residents)
 919-855-4500 (local and outside NC)

Virginia Department of Health

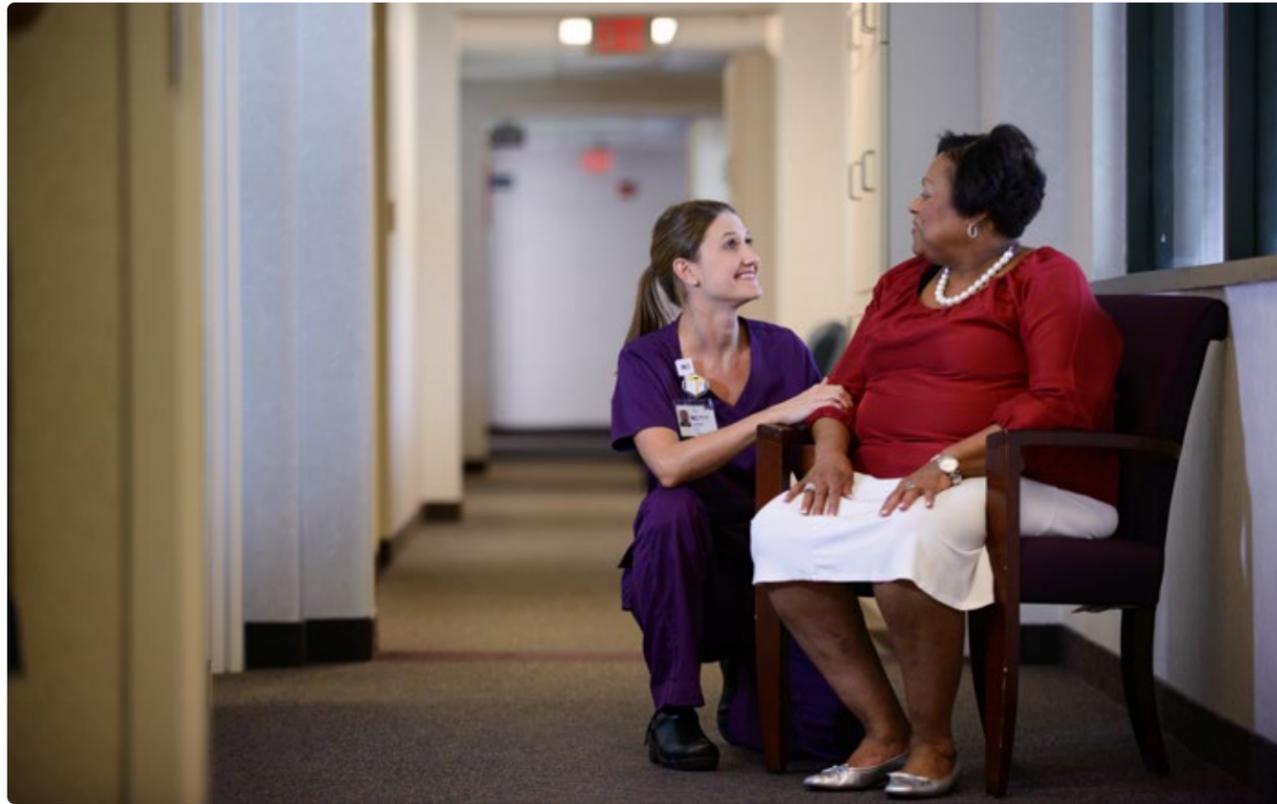
Office of Licensure and Certification
 9960 Mayland Drive, Suite 401
 Richmond, VA 23233-1463
 Toll-free: 1-800-955-1819 or
 Metro Richmond area: 804-367-2106

The Joint Commission

One Renaissance Blvd.
 Oakbrook Terrace, IL 60181
 800-994-6610

South Carolina

Department of Health and Environmental Control
 2600 Bull St., Columbia, SC 29201
 803-898-3300



Patient questions and concerns

Questions about your medication

If you have questions or concerns about your care, please contact the pharmacy manager at your dedicated Novant Health Specialty Pharmacy.

Our pharmacists, pharmacy technicians and medication management specialists are here for you Monday through Friday, 8 a.m. to 5 p.m. ET. Need help after hours? Our clinical staff is on-call for you 24 hours a day, seven days a week to answer your questions about your specialty medication. Call the phone number on your prescription label.

Returns

Novant Health Specialty Pharmacy follows your doctor's order carefully. You cannot return or exchange medications after they have been sold to you. We cannot give credit for medication you do not use.

Damaged shipments

If your medicine or supplies are damaged, we will arrange a return and reship the medication(s). If you have any questions or concerns, please contact us immediately by calling the phone number on your prescription label.

Frequently asked medication questions

What if my medicine is recalled?

If there is a medicine recall, Novant Health Specialty Pharmacy will call you directly and tell you what to do.

How is my medicine best taken?

Take the medicine as ordered by your doctor. Read all the information your doctor gives you and follow all instructions closely. If you have any questions about how to take your medicine, you can contact the Novant Health Specialty Pharmacy and speak with your specialty pharmacist.

What do I do if I miss a dose?

Call your pharmacist or doctor to find out what to do.

What should I expect when taking medicine (including side effects)?

You can call the Novant Health Specialty Pharmacy to talk to a pharmacist about side effects. The pharmacist can talk directly to your doctors, nurses and other health providers to help you with your concerns. Your designated Specialty Pharmacy also gives out patient education guides to make sure you understand the side effects of your medicine. If you experience a side effect, let your pharmacist and/or doctor know. There are many ways to manage side effects while allowing you to continue therapy.

Patient concerns, complaints and questions

If you have a complaint about services you are receiving from Novant Health or have not received satisfactory resolution to an issue, you may speak with a supervisor. The supervisor will investigate your complaint and take appropriate action. All issues can be escalated to the next level of management, as necessary. As part of our quality improvement (QI) program, all issues are documented and reviewed by the supervisors, manager and QI staff.

You may provide information regarding your complaint in writing, by telephone, or anonymously. Our contact information is:

1-855-307-6868

specialtypharmacycustomerservice@NovantHealth.org

If your complaint is not resolved after contacting Novant Health Specialty Pharmacy at the above phone number, you can:

1. Contact your state board of pharmacy.
2. Call the following independent organizations that provide accreditation to Novant Health specialty pharmacy for meeting certain standards for pharmacy care:

ACHC: 1-855-937-2242, Monday through Friday, 8 a.m. to 5 p.m. ET

URAC: 202-216-9010, Monday through Friday, 9 a.m. to 5 p.m. ET



Important

Fill in, sign and return the form on the following pages. Complete and place in the envelope provided and mail back to us.

Be sure to do this right away so we can get started on your treatment.

Acknowledgment of Receipt of Notice of Privacy Practices

Patient Name: _____ Date of Birth: _____

HIPAA – Notice of Privacy Practices

- I have been provided with a copy of Novant Health's **Joint Notice of Privacy Practices**.
- I know that the notice may be changed at any time.
- I may get a new copy of the notice on Novant Health's website at www.NovantHealth.org; by writing to the Privacy Official, Novant Health Privacy Office, P.O.Box 33549, Charlotte, NC 28233; or by asking for a copy at any Novant Health facility.

Patient's Signature Date/Time

Signature of Authorized Person Date/Time Relationship to Patient

For staff use only:

Patient refused to sign. Patient was informed that signing merely acknowledges that the notice has been made available to the patient; or Patient was initially treated for an emergency condition. The notice was made available to the patient either after stabilization or upon transfer.

Signature of Staff: _____ Date: _____ Time: _____

If limited English proficiency or hearing impaired, offer interpreter at no additional cost:

Interpreter Accepted _____ Interpreter Refused
(Name/Number of Person/Services Chosen/Used)

Acuse de recibo de Notificación de las prácticas de privacidad
(Acknowledgement of Receipt of Notice of Privacy Practices)

Nombre del paciente: _____ Fecha de nacimiento: _____

Ley de Portabilidad y Responsabilidad de los Seguros Médicos (Health Insurance Portability and Accountability Act, HIPAA) – Notificación de las prácticas de privacidad

- Me han dado una copia de la **Notificación Conjunta de las Prácticas de Privacidad** de Novant Health.
- Sé que la notificación podría ser modificada en cualquier momento.
- Puedo obtener una copia nueva de la notificación en el sitio web de Novant Health: www.NovantHealth.org; si escribo a Privacy Official, Novant Health Privacy Office, P.O. Box 33549, Charlotte, NC28233; o si solicito una copia en cualquier centro de Novant Health.

Firma del paciente Fecha/hora

Firma de la persona autorizada Fecha/hora Parentesco con el paciente

For staff use only:

Patient refused to sign. Patient was informed that signing merely acknowledges that the notice has been made available to the patient; or Patient was initially treated for an emergency condition. The notice was made available to the patient either after stabilization or upon transfer.

Signature of Staff: _____ Date: _____ Time: _____

If limited English proficiency or hearing impaired, offer interpreter at no additional cost:

Interpreter Accepted _____ Interpreter Refused
(Name/Number of Person/Services Chosen/Used)

Novant Health Pharmacy – Forsyth (Specialty)

3333 Silas Creek Parkway
Winston-Salem, NC 27103
336-277-8973
toll-free 1-855-307-6868

Novant Health Pharmacy – University City (Specialty)

8401 University Executive Park Drive, Suite 127
Charlotte, NC 28262
704-316-5900

Novant Health Pharmacy – Westgate (Specialty)

1381 Westgate Center Drive
Winston-Salem, NC 27103
336-718-1111

Novant Health Pharmacy – Elizabeth (Specialty)

125 Queens Road, Suite 180
Charlotte, NC 28204
704-316-4190

Or, call us toll-free 1-855-307-6868

Hours of operation

Monday through Friday, 8 a.m. to 5 p.m.

Saturday, closed

Sunday, closed

NovantHealth.org/home/services/pharmacy/specialty-pharmacy



We can help

Find a Novant Health specialist near you at NovantHealth.org/home/services/pharmacy/specialty-pharmacy