

# UW MEDICINE SPECIALTY PHARMACY

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## UW Medicine Specialty Pharmacy

### *How we can help you*

*This handout describes the services offered at UW Medicine Specialty Pharmacy. It includes contact numbers, explains how to get your drugs, and tells how we work with your insurance company to get your drug costs covered.*

### What is a specialty pharmacy?

A specialty pharmacy carries medicines that need special storage and handling, or that are very costly. You may not be able to buy these specialty drugs at your local pharmacy.

UW Medicine Specialty Pharmacy serves UW Medicine patients who are taking specialty drugs. Our team will work with you and your doctor to help you get the best results from your drug therapy.

Visit our website to learn more about UW Medicine Pharmacy Services:  
[www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy)

### What do I need to do?

To get the best results from your treatment:

- Carefully follow your care team's directions.
- **Ask questions.** Your doctor and pharmacist are happy to answer your questions about your treatment. They can also provide resources to help you learn more about the drugs you are taking.
- **Call us anytime!** UW Medicine Specialty Pharmacy staff are here to help 24 hours a day, 7 days a week.



*Talk with staff at UW Medicine Specialty Pharmacy 24 hours a day, 7 days a week.*



*We will work with you to help you get your specialty drugs safely and easily.*



*Our Specialty Pharmacy technician team is here to help you get access to your treatment.*

## Phone Numbers and Hours

- **Weekdays from 7 a.m. to 4:30 p.m.:** Call one of these numbers to speak with a pharmacist at UW Medicine Specialty Pharmacy:
  - **206.520.8550** (Seattle area)
  - **855.520.8550** (toll free)
- **After hours and on weekends and holidays:** Call one of the numbers above and ask to talk with a pharmacist. You will be directed to our team at Harborview Medical Center, who will answer your questions. They will also follow up with your care team during business hours.

## Urgent Care

- For urgent medical care, call 911 or your local emergency service.
- If you think you are having a reaction or side effect from a drug you are taking, call the UW Medicine Specialty Pharmacy Call Center at 206.520.8550 (local) or 855.520.8550 (toll free).

## Getting Your Specialty Drug

As a UW Medicine Specialty Pharmacy patient, you can ask us for help in getting your specialty drug. We will work with you, your doctor, and your insurance company to help you get your drug(s) safely and easily.

## Filling Your Prescriptions

Specialty drug prescriptions can be filled at our Harborview Medical Center and UW Medical Center outpatient pharmacies. You may also enroll in our auto-fill program or mail order service.

Your insurance may require you to get your drug from a specific pharmacy. If this occurs, we will transfer your prescription to that pharmacy and have them contact you. If you have questions about where you can get your prescription filled, call the UW Medicine Specialty Pharmacy Call Center.

## Getting Refills

- We can either:
  - Call you to remind you when it is time to get your refill, or:
  - Set up a delivery several days before you will need a refill.

- If you are about to run out of medicine, call the phone number on your drug bottle label.
- For questions about your order, call your pharmacy or the UW Medicine Specialty Pharmacy Call Center.

### **Delays in Getting Your Medicine**

- If, for any reason, there is a delay in getting your specialty drug, a member of the Specialty Pharmacy team will call you.
- If there is an emergency or disaster that could delay your getting your specialty drug, please call the UW Medicine Specialty Pharmacy Call Center. We will do our best to help.

### **Drug Substitution**

UW Medicine Specialty Pharmacy follows Washington state laws when filling prescriptions with generic drugs. If we need to substitute another brand for your usual drug, we will call you.



*Our staff will work with your insurance to make sure they cover the costs of your medicine.*

### **Working with Your Insurance**

Specialty drugs are usually very costly. Before you begin treatment with a specialty drug, our staff will work with your insurance to make sure they will cover the drug costs.

To do this, we go through a process called “prior authorization” (PA). Our team works closely with your doctor and insurance on this process. If your insurance does not cover your drug, your doctor will talk with you about other options.

At the same time, a member of our staff will enroll you in our Specialty Pharmacy Patient Management Program. Enrollment is your choice. You can call us at any time and tell us you do not want to enroll in our pharmacy.

Some insurance companies may require that you fill your prescription at a different specialty pharmacy. If this happens, we will work with you to make sure you can get your drug in a timely way. We will transfer your specialty drug information to the other pharmacy and have them contact you. But, if you still choose to receive your specialty drug through UW Medicine and pay for it yourself, we will provide you the cost of the medicine in writing.

If your insurance policy changes, call the UW Medicine Specialty Pharmacy Call Center. We want to keep your information up to date.

## Co-Pay

Our pharmacy staff will tell you about any cost you will need to pay for your medicine. This cost is called a *co-pay*. You must pay your co-pay when you order your drug. Our pharmacy team will tell you the exact amount you will need to pay.

Your co-pay for your specialty drugs may be high. Our pharmacy team can look for programs that may help lower your drug costs.



*Our pharmacists will review your medicines with you and answer any questions you have.*

## Patient Advocacy and Support Groups

Here are websites and phone numbers for some patient advocacy and support groups you may find helpful.

### Cholesterol

**Familial Hypercholesterolemia Foundation**  
[www.thefhfoundation.org](http://www.thefhfoundation.org)  
626.583.4674

### Cystic Fibrosis

**CF Foundation**  
[www.cff.org](http://www.cff.org)  
800.344.4823

**Cystic Fibrosis Research, Inc.**  
[www.cfri.org](http://www.cfri.org)  
855.237.4669

### Multiple Sclerosis

**National Multiple Sclerosis Society**  
[www.nationalmssociety.org](http://www.nationalmssociety.org)  
800.344.4867

### Hepatitis B or C

**American Liver Foundation**  
[www.liverfoundation.org](http://www.liverfoundation.org)  
800.465.4837

**Hepatitis B Foundation**  
[www.hepb.org](http://www.hepb.org)  
215.489.4900

**Hepatitis C Association**  
[www.hepcassoc.org](http://www.hepcassoc.org)  
877.435.7443

### HIV

**King County HIV/STD Program**  
[www.kingcounty.gov/depts/health/communicable-diseases/hiv-std.aspx](http://www.kingcounty.gov/depts/health/communicable-diseases/hiv-std.aspx)  
206.263.2000

**Lifelong AIDS Alliance**  
[www.lifelong.org](http://www.lifelong.org)  
206.957.1600

### Inflammatory Conditions

**American College of Rheumatology**  
[www.rheumatology.org](http://www.rheumatology.org)  
404.633.3777

**Arthritis Foundation**  
[www.arthritis.org](http://www.arthritis.org)  
404.872.7100

**Crohn's & Colitis Foundation of America**  
[www.ccfa.org](http://www.ccfa.org)  
800.932.2423

**National Psoriasis Foundation**  
[www.psoriasis.org](http://www.psoriasis.org)  
800.723.9166



Some of our pharmacies offer a medicine take-back kiosk. Go to our website to learn more: [www.uwmedicine.org/patient-resources/pharmacy-locations](http://www.uwmedicine.org/patient-resources/pharmacy-locations)



## Are you signed up for eCare?

Our online patient portal, called eCare, provides easy access to your personal healthcare information. Specialty Pharmacy team members can also reach out to you via eCare.

Visit the eCare website to learn more and sign up: [uwmedicine.org/eCare](http://uwmedicine.org/eCare)



For more patient advocacy and support groups, please visit the UW Medicine Specialty Pharmacy website: [www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy)

## Discarding Unused Drugs

Most pharmacies cannot accept returned or unused drugs. To safely discard your drugs, please visit one of these websites for instructions:

- **UW Medicine Pharmacy Services website:** Visit our website to see which of our pharmacies have a take-back kiosk: [www.uwmedicine.org/patient-resources/pharmacy-locations](http://www.uwmedicine.org/patient-resources/pharmacy-locations)
- **U.S. Food & Drug Administration:**
  - “Where and How to Dispose of Unused Medicines”: [www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
  - “Safe Disposal of Medicines”: [www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/default.htm](http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/default.htm)
- **King County “Find a Drop-Box” webpage:** <https://kingcountysecuremedicinereturn.org/find-a-drop-box>

## Questions You May Have

### Why do I need a specialty pharmacy?

Specialty drugs usually are very costly and may need special storage and handling. Sometimes these drugs also have side effects that require follow-up from a trained pharmacist. For these reasons, your local pharmacy may not carry them.

### Can I get my specialty drug if I do not have prescription insurance?

Some drug companies offer a free drug program. If you qualify, we will help you enroll in the program.

### How do I refill my prescription?

To request a refill or ask about the status of your order, call the pharmacy phone number on your drug bottle or the UW Medicine Specialty Call Center.



## We Care About What You Think

*UW Medicine Specialty Pharmacy is committed to serving your specialty pharmacy needs. Your comments help us provide high-quality care.*

*To tell us about your concerns, questions, and compliments, please complete our Patient Survey on our website:*

*[www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy](http://www.uwmedicine.org/patient-resources/pharmacy/specialty-pharmacy).*



*If, for any reason, you are unhappy with our services and would like help right away, please call us at 855.520.8550.*

## When should I call the UW Medicine Specialty Pharmacy Call Center?

Call us if:

- Your address, phone number, or insurance information has changed.
- You have any questions about your prescription.
- You have concerns about how to take your medicine.
- You want more information about your treatment plan. We can provide you with tools to manage your therapy, including educational materials and consumer advocacy support.
- There is an emergency, disaster, or delay in getting your specialty drug.
- You think there has been an error in shipping or in filling your prescription.
- You think your medicine has been recalled by the FDA.

## UW Medicine Specialty Pharmacy Patient Management Program (PMP)

As a patient of the UW Medicine Specialty Pharmacy, you are enrolled in our Patient Management Program (PMP). You do not have to pay for the services this program provides. If you do not want to use this program, you may call and tell us at any time.

The PMP helps make sure you get the best outcomes from your drug therapy. Our pharmacists will work with you directly. We will talk about your treatment plan, problems, concerns, or questions you may have about your specialty drugs. Our goal is to help you improve your overall health.

### Potential Benefits of the PMP

Benefits of the PMP program may include help with:

- Managing any side effects
- Improving your overall health
- More learning and awareness about your disease and medicines
- Better compliance with taking your medicines
- Coordinating care with your provider when needed

## Potential Limits of the PMP

The limits of this program depend on you, the patient. You must be willing:

- To follow the directions of your provider and pharmacist
- To take your medicines as directed
- To talk with your pharmacist about the details of your disease, health history, and current healthcare practices

## Patient Rights and Responsibilities

All patients at Harborview Medical Center and UW Medical Center have specific rights. These rights are listed in the booklet “Information About Your Healthcare.” Visit this website to read the handout: [www.uwmedicine.org/patient-resources/patient-rights-and-responsibilities](http://www.uwmedicine.org/patient-resources/patient-rights-and-responsibilities)

Patients enrolled in the Patient Management Program (PMP) also have these rights and responsibilities:

### Patient Rights

Patients have the right to:

- Have personal health information shared with the PMP only when required by state and federal law
- Know who is on staff at the PMP, including their job title, and to speak with a staff member’s supervisor, if requested
- Speak with a healthcare provider
- Receive information about the PMP
- Decide not to take part in the program, take back their consent, or stop using our services at any time

### Patient Responsibilities

Patients have the responsibility to:

- Give correct clinical and contact information
- Tell the PMP if their information changes



*For full patient rights and responsibilities, ask for our handout “Information About Your Healthcare.”*

### Questions?

Your questions are important. Call your doctor, pharmacist, or healthcare provider if you have questions or concerns.