



LOMA LINDA UNIVERSITY

MEDICAL CENTER

Thank you for choosing Loma Linda University Home Delivery Pharmacy for your specialty medication needs.

Specialty medications not only require special care and handling, they also require personalized, expert service from specialty trained pharmacists who are focused on helping you reach your treatment goals. The potential benefits of our program may include improved adherence, side effect management, quality of life and overall health.

With Loma Linda University Home Delivery Pharmacy you have a partner. We offer free shipping of your medications, a refill reminder service and access to therapy management programs. You will also experience the support of patient navigators who can help you with insurance and assistance programs to help with payment for your prescriptions.

For more information you may contact us at:

1 (855) 558-1000

www.lluh.org/HomeDeliveryPharmacy

Or come by the pharmacy located at:

**125 E. Club Center Drive, Suite 1500
San Bernardino, CA 92408**

Hours: 9:00 am to 5:30 pm M-Th. and 9:00 am to 5:00 pm on Friday

It is our pleasure to serve you.



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Your Pharmacy Patient Navigators

A Pharmacy Patient Navigator is a billing specialist who will help with your insurance billing. Every patient enrolled in the Specialty Pharmacy Program has a Navigator assigned to work with them.

What Your Pharmacy Patient Navigator Can Do for You

Your Navigator can help answer questions and will advocate on your behalf. They can answer your billing questions, get insurance information, check your coverage, prescription status and streamline the payment process. Please tell your Navigator if you have any insurance changes.

- Your Navigator can also tell you if you qualify for help paying for medications.
- Your Navigator works closely with our pharmacists and physicians.

Processing your prescription

Our standard processing time is typically between 24 to 48 hours. We will contact you to arrange a delivery date to your home, work, or other preferred address. A signature is sometimes required at the time of delivery. If you prefer, you may pick up your prescription in person at our pharmacy. If there are any issues that may delay your order, such as prior authorization required from your insurance company, we will keep you informed.

Your Payment Options

Your Navigator can help you arrange payment for your pharmacy co-pay or deductible. You can make your payments by major credit card, debit card or check. You can also use your flexible spending or health savings account. Please contact your Navigator for more information about these options.



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Important Patient Information

Your Next Order

A pharmacy customer service representative will call you for your next order (about one week before you need a refill). They will:

- Review your medications and ask about any changes
- Discuss when and where to send your medications.

If we do not reach you, we will leave a message. Please return our call as soon as possible (1-855-558-1000). This will help us to send your medication in time.

Your medications will be shipped to you at no extra cost. We will set up a delivery date based on when you need your medications. Once you receive your order, please open immediately and place refrigerated items in a properly refrigerated storage area toward the back of your current supply stock. This is to make sure that you use up old product before new product.

On-call services are available for urgent needs, 24 hours a day, 7 days a week. Pharmacists are available for urgent clinical questions, including those about side effects.

Important Health Information

You will receive printed medication information with your first order. If you have medication questions please call and speak to one of our pharmacists. For illustrated health guides, step-by-step care guides and more, please visit **lomalindahealth.org/health-library**. If you would like a printed copy of the health guide, let us know and we can deliver this to you.



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Your Rights and Responsibilities

You have the right to:

- Know about philosophy and characteristics of the specialty pharmacy program
- Have personal health information shared with the specialty pharmacy 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
- Speak to a health professional
 - Interpreting/communication services shall be made available at no charge to all individuals requiring interpreter services to facilitate communication.
- Receive information about the specialty pharmacy program
- Receive administrative information regarding changes, in or termination of, the specialty pharmacy program
- Decline participation, revoke consent, or dis-enroll at any point in time
 - If you do not wish to participate in the patient management program, just contact us by phone, online or by mail.

You have the responsibility to:

- Submit any forms that are necessary to participate in the program, to the extent required by law
- Give accurate clinical and contact information, and to notify the specialty pharmacy program of changes in this information
- Notify your treating provider of your participation in the specialty pharmacy program, if applicable



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Frequently Asked Questions

- 1. How do I refill my medication?** A pharmacy staff member will call you to schedule your refill 7 to 10 days before you should run out of medication. Please inform us if you have had any changes to your insurance coverage, address, phone number, or changes to your medication regimen. Please don't hesitate to call us if you have any questions or if you have not heard from us 5 days before you run out of medication.
- 2. What if Loma Linda University Home Delivery Pharmacy is unable to fill my medication or I prefer to use a different pharmacy?** A pharmacy employee will let you know if we are unable to fill your medication. We will work to determine who can fulfill the order and direct the prescription to the appropriate pharmacy. If you prefer to use another pharmacy we will transfer the prescription to a pharmacy of your choice.
- 3. How much will my prescription cost?** Prescription cost varies depending on the medication you are receiving and your insurance. We understand specialty medications can be expensive and we are committed to finding available copay assistance programs and other support and charitable organizations to help make these medications more affordable. We have patient navigators who will work with you to bring down your cost as much as possible. If we are an out of network pharmacy, we will let you know how this affects the cost of your medication.
- 4. Do you accept my insurance?** Loma Linda University Home Delivery Pharmacy accepts most insurance, including Medicare and Medicaid.
- 5. How can I safely dispose of my medication?** You may take of your medications to a medication drop off location. Visit dontrushtoflush.org (or call 916-706-3420) to find a location near you.
- 6. Will my medication be substituted?** Unless your doctor indicates "do not substitute", an interchangeable product might be dispensed if it will cost you less. Sometimes, this is dictated by your insurance. For example, if the generic originally covered by your insurance plan is no longer covered upon refill and a new generic is now requested, the pharmacy will let you know prior to filling the new medication.
- 7. How can I report complaints, concerns and suspected errors?** To report complaints and concerns please call the Specialty Pharmacy Program call center staff at (855) 558-1000. If you do not feel that your complaint or concern was adequately addressed or if you would like access to patient advocacy support please contact Patient Relations at (909) 558-4647. You can also call the Department of Health Care Services at (1-888) 452-8609 or email at MMCDombudsmanOffice@dhcs.ca.gov.



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Disasters

If you need to leave your home because of a disaster, take enough medication and supplies with you to last through the disaster. For a medication that needs to be kept cool, place inside a waterproof bag in an ice chest with ice. Call us to reorder your medication as soon as possible.

Travel or Lost Medications

If you plan to travel or have lost your medications, call us and we will work with your insurance company to provide the medication you need.

Recalls

If a Class-I drug recall is issued by the FDA, we will review our records to identify patients taking the recalled product and contact them directly. The FDA has a Web site that lists all recalls: www.fda.gov/Safety/Recalls/default.htm. Or call them at (1-888-463-6332)

Adverse Drug Reactions

If you believe you are experiencing an adverse drug reaction, please contact us, your physician or poison control (1-800-222-1222) immediately; or **if the reaction is severe, dial 911.**