

# Geisinger Specialty Pharmacy

## Geisinger

### **Geisinger Specialty Pharmacy**

620 Baltimore Drive, Suite 100  
Wilkes-Barre

Monday – Friday, 8 a.m. – 5 p.m.

Phone: 570-208-4721 or 800-757-0389

Fax: 570-208-4726

Online: [geisinger.org/pharmacy](http://geisinger.org/pharmacy)



# Thanks for trusting Geisinger Specialty Pharmacy.

## Do you have questions or concerns about your prescription? We're happy to help.

### Reaching us

- Call us at 570-208-4721 or 800-757-0389. We're open weekdays from 8 a.m. to 5 p.m. We are not open on major holidays.
- After hours, leave a voicemail. We'll return your call the next business day.
  - Leave your name, your prescription number (at the top left of the label), your phone number and the reason for your call.
- A pharmacist is available after hours in case of emergency.

### Refills

- We'll call you 5 to 7 days before you run out to schedule a refill delivery.
  - If you haven't heard from us and you need a refill:
    - » Call during business hours to speak with someone. You can also follow the prompts to request your refill. You just need your prescription number.
    - » After hours, call and leave a message. Be sure to tell us:
      - Medication name
      - First and last name
      - Address
      - Date of birth
      - Daytime phone number
      - Any other requested information
- We'll return your call the next business day to confirm delivery.
  - » Need your prescription immediately? Tell us so we can send your order faster. If you can't wait for a shipment, ask to have your prescription transferred to a local pharmacy. We can transfer it back to Geisinger Specialty Pharmacy the next time you need it.
- If we call and you don't need a refill, let us know.
- **If you've signed up for auto-refill, we'll ship your prescription automatically. Otherwise, you need to confirm before we can send your medication refill.**
- Be sure you know when your medication will arrive, especially if it needs to be kept cold.
- You might need to sign for the package when it is delivered.

### Payment options

- We prefer you pay for prescription copays by putting a credit/debit card on file with us.
- For prescriptions with a high copay, **you'll need to pay before we send your medication.**
- Having trouble making payments? We'll work with you so you can get the medication you need. If you can't afford your copays, ask to speak to our pharmacy assistance coordinator.

## Shipping & delivery

- Most packages ship via UPS. **You may have to sign when your medication is delivered, depending on what kind it is.** Instead of a signature, the UPS delivery confirmation will serve as proof of delivery.
- Deliveries for residential areas usually begin around noon. They may go later than 7 p.m. Wondering about the status of your delivery? Call us during business hours and we can track your package. But first, look for the package near doors you don't use often. Check other spots, too, like your porch or garage or near your mailbox.
- You can give us your email address to get updates on shipment, delivery and any exceptions in the shipping process.
- Look closely at your package when you get it. Call us if there are any signs of tampering. Also look at the delivery label. If anything is wrong, tell us so we can fix it.
- Tell us if you'll be moving or if you'd like your medication delivered to a different address.



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## Frequently asked questions



### How do I call Geisinger Specialty Pharmacy?

You can call the phone number on the front of this packet. We can help you with things like:

- Order status
- Copay amount
- Claims submissions
- Benefit coverage
- Patient management program services

Is your medication making you feel sick? Call the doctor who prescribed it. Or you can call your pharmacist.



### When is Geisinger Specialty Pharmacy open?

We're open weekdays from 8 a.m. to 5 p.m. Eastern Time. However, you can call us 24/7 with questions. An on-call pharmacist can answer them. They can help with emergencies. They can also help with clinical situations. These include side effects and medication assistance. They can help take care of complaints, too. Pharmacists can answer questions about order and copay status. They can help with claims submissions and benefit coverage.



### How do I order a new prescription?

Your prescriber must send a prescription to our pharmacy. They must use e-scribe or fax. When we have your prescription, call us to place your order and set up a shipment.

We might fill your prescription with a generic substitute. It is the same kind of medication. This is based on state law and equivalency rating. It is also our company policy. Do you have any questions or concerns? Talk to a pharmacist. If we can't give you what you want, we'll suggest other places that might have your medication.



### How do I transfer a prescription?

- Do you want to transfer your prescription **from Geisinger Specialty Pharmacy to another pharmacy?** Ask the other pharmacy to call us at 800-757-0389. We will transfer the prescription.
- Do you want to transfer your prescription **from another pharmacy to Geisinger Specialty Pharmacy?** Call us at 800-757-0389. Give us the name and phone number of the other pharmacy. Also give us the name and strength of the medication. We will call for the transfer.



### How long will it be until I get my prescription?

- Our processing time usually takes less than 24 hours. (That does not include delivery time.) If processing takes more than 24 hours, we'll call you. We can discuss your options so you will get your medication.
- Sometimes, problems might delay your medication delivery. One problem is prior authorization. We'll work with your doctor to complete prior authorizations as soon as possible. Another problem is quantity limits. Your insurance company sets these. If your insurance company limits the amount, we'll figure out the best way to get the medication you need.
- We send medications via service technician, UPS, USPS or FedEx.
- We ship prescriptions Monday through Friday for next-day delivery. This includes Saturday. Medication delivery is a free service. There is no extra charge to you.
- You might need to sign for some medication deliveries. We'll schedule a convenient delivery time so you can sign for the package.



## How do I refill my prescription?

We'll call to schedule your refill order about a week before you run out of your medication. And we'll contact your provider for a new prescription before you run out of refills. See p. 1 for more details on refills.



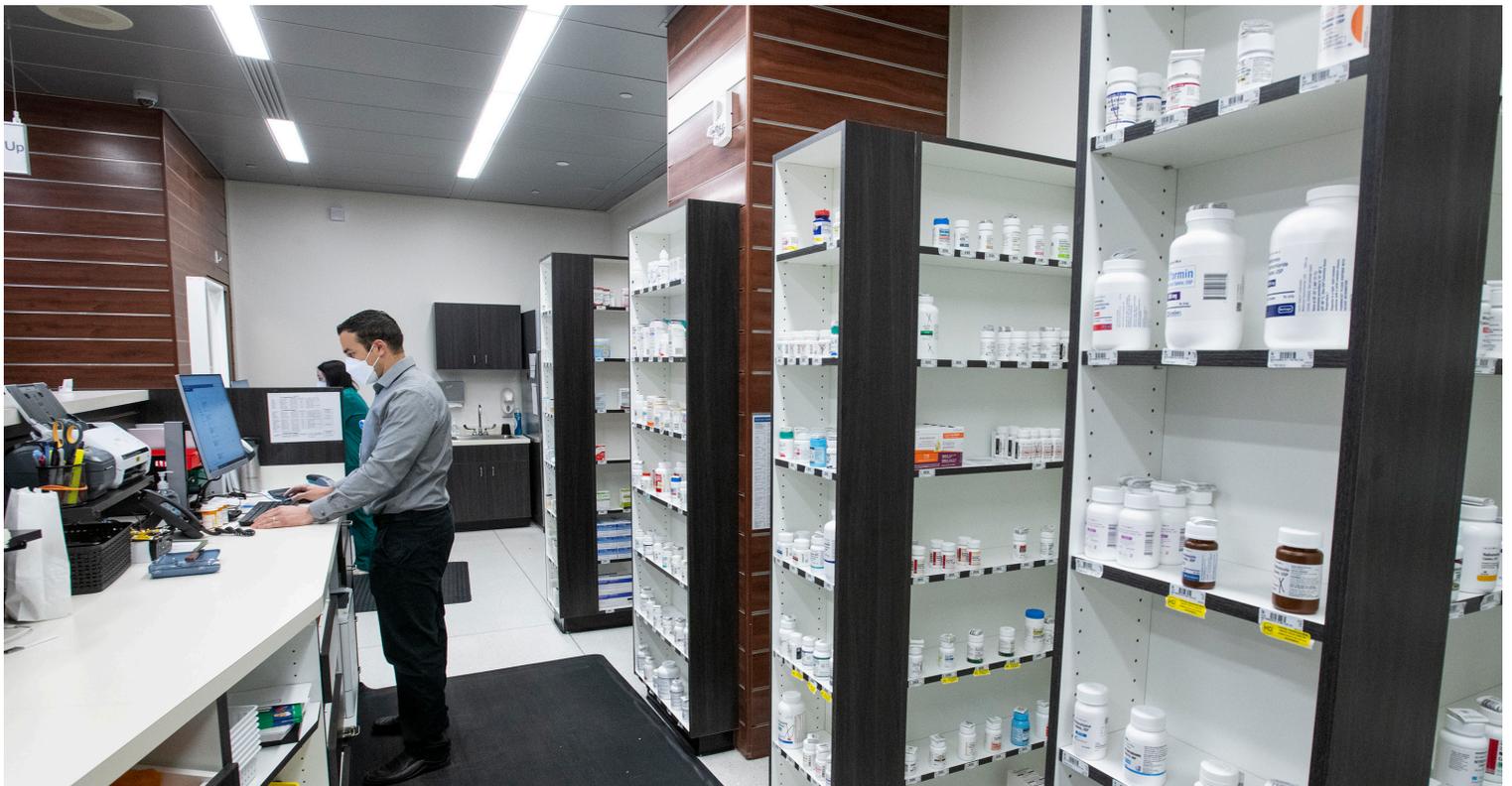
## How much will my prescription cost?

- Prescription costs depend on your insurance. If you ask, we'll tell you if Geisinger Specialty Pharmacy is in-network or out-of-network. We will also tell you the cost differences.
- We'll tell you the cash price of the medication if you ask us to.
- Drug pricing and out-of-pocket costs can change daily. That means we don't know exactly how much your copay is until your claim is processed. Call the member services phone number on your prescription insurance card for the most current information.
- If you can't afford the out-of-pocket cost for your prescription, tell us. We'll find copay card assistance, patient assistance programs or other support. A charitable organization may be able to help.
- Sometimes, medication cost changes based on amount. We'll fill your prescription for the amount of medication your doctor prescribes. Ask your doctor to prescribe the highest amount or days' supply your insurance coverage allows. (Days allowed may depend on your plan.)
- Do you have Medicare Part D drug coverage? If so, the cost of your prescription might depend on your benefit stage. We can help you find out your copays and understand your options.

## What forms of payment can I use for my prescription order?



Geisinger Specialty Pharmacy accepts most major credit cards, check, cash or money orders. However, if you mail your payment, do not mail cash.





## How do I safely throw out medications?

When you throw away medicine properly, you do a lot of good things:

- You protect children and pets from poisoning.
- You keep teens and adults from misusing it.
- You prevent health problems caused by taking expired medicine.
- You guard streams and rivers against pollution. That protects the planet as well as drinking water.

**Don't** flush any drugs down a toilet or drain. Only flush medications if the label says it's OK to do so.

Call your city or county government's household trash and recycling service. Ask if they hold drug takeback events. Some counties have days when they collect hazardous waste. You can take medications to a certain location. They will get rid of them safely.

You can return medications to a drug takeback program. It can be prescription drugs. It can also be over-the-counter drugs. You can also put drugs in medication disposal boxes. These boxes are at most Geisinger Pharmacy locations. They are also at other pharmacies.

To safely throw out medication at home, follow these steps:

1. Take the medication out of its original container.
2. Mix the medication with cat litter or coffee grounds.
3. Put the mixture into a container that you can close. An empty margarine tub or a resealable bag is perfect.
4. Put the sealed bag or container into the trash.
5. Take the label off empty prescription containers. Or use a permanent marker or duct tape to cover up personal information, including prescription number. Throw away or recycle the empty containers. Visit the U.S. Drug Enforcement Administration website at [dea.gov](http://dea.gov). Search "medication disposal" for more tips.





## What if there's a recall on my medication?

We'll let you know if there's a recall on your medication. We will tell you what to do.



## How do I get my medications in an emergency?

Call us at 800-757-0389 in an emergency. A pharmacist will answer the phone anytime. We'll try to ship your medication to the place you want. If another pharmacy has the medication you need, we will transfer your prescription there.

Sometimes there might be an emergency for Geisinger Specialty Pharmacy. We will tell you if it will take a long time to get your medication. We'll transfer your prescription to another pharmacy if we need to.

This is our plan if an emergency happens:

- We will call you if there will be bad weather. We'll make sure you will have the medication you need.
- We will change your delivery day if bad weather might make your medication late. Medications that must be kept cold have to reach you on time.
- A pharmacist will answer our phone 24/7. You can call even if the pharmacy is closed because of bad weather or other reasons.

## What is the Patient Management Program?



We put you into the Patient Management Program because you are our patient. This program is free. If you do not want to be in this program, you don't have to. Just tell us.

In this program, pharmacists work with you to manage any problems. They also answer questions about your medication. You can ask them about things like:

- Information about your disease
- Medication
- Dose
- How often you take your dose
- What other things might affect your medication
- Side effects
- Physical checks
- Coordinating your care with your doctor

The Patient Management Program helps you with side effects. It makes your overall health better. It teaches you about disease and medication. It also helps you take your medication regularly. If we need to coordinate your care with your doctor, we will. Your pharmacist can help decide what's best for you.

If you want to participate, these are the things you have to do:

- You must follow the directions of your physician and pharmacist.
- You must take your medication the way your doctor tells you to.
- You must tell your pharmacist all about your disease. You must tell them about your medical history. You must also tell them about what you do now. This helps them understand your situation.



## What areas does Geisinger Specialty Pharmacy serve?

We serve people who live in Pennsylvania, Ohio, Indiana, New York, New Jersey, Connecticut, Delaware, Florida, Arizona, New Hampshire, Vermont, Wisconsin, Georgia, South Carolina, North Carolina, Virginia, Oklahoma, Maryland, West Virginia and Maine.

# Geisinger Specialty Pharmacy customer information checklist

Read through everything in this packet as soon as you can.

Then complete this form and return it **within 10 days** to:

Geisinger Specialty Pharmacy  
620 Baltimore Drive, Suite 100  
Wilkes-Barre, PA 18702

Customer name: \_\_\_\_\_

(Print)

Customer date of birth: \_\_\_\_\_

Check the box next to each item. When you do this, you are saying you read these documents.

- Geisinger Notice of Privacy Practices (this is a separate document)
- Geisinger Specialty Pharmacy payment options (bottom of p. 1)
- Patient bill of rights (p. 7)
- Complaint procedure (p. 9)

If you would like the Medicare DMEPOS supplier standards, just ask for it. We will give it to you.

If you would like the patient concerns/grievances form, just ask for it. We will give it to you.

Do you have questions about any of these materials? If so, call us at 800-757-0389.

**I acknowledge I have read and understand the enclosed information, including the notice of privacy practices.**

Customer/caregiver signature: \_\_\_\_\_ Date: \_\_\_\_\_

Relation to patient: \_\_\_\_\_



## Patient bill of rights

### You have the right to:

1. Be told about services or care before you get it. This includes being told about the Patient Management Program.
2. Tell us you do not want to be in the Patient Management Program.
3. Be treated with dignity, courtesy and respect.
4. Know the names and titles of Geisinger Specialty Pharmacy staff members. You also have the right to know what they do at our pharmacy. You can speak with a pharmacist or supervisor if you want to.
5. Choose a healthcare provider.
6. Know about the care and services Geisinger Specialty Pharmacy can give you. You also have the right to know about care and services the pharmacy cannot give you.
7. Get medical or scientific information about clinical decisions. This includes things like package inserts, published guidelines and clinical journals. You have the right to the evidence or agreement describing what happens when:
  - There is no evidence-based research
  - Some evidence does not match other evidence
  - There is no evidence
8. Have coordinated, uninterrupted services from Geisinger Specialty Pharmacy. You also have the right to prompt answers when you need care, treatment or equipment. You have the right to be told right away if Geisinger Specialty Pharmacy will no longer care for you.
9. Be told about payments from Medicare or another payer before you have any services. You also have the right to be told about charges you might have to pay for. These include charges for out-of-network pharmacy services. You have the right to have us explain all forms we ask you to sign.
10. Get quality medications and services that are as good as or better than professional and industry standards. This is true no matter what your race, religion, political belief, sex, social or economic status, or age is. It is also true for any disease process, DNR status or disability you have according to doctor's orders.
11. Get medications and services from qualified staff members. You also have the right to get instructions on how to handle and take medications safely. You have the right to have us review of your medication list.
12. Get information about your order status. Patients or caregivers can call 570-208-4721 and speak with a pharmacy employee.
13. Help make decisions about your care. You also have the right to help decide about other possible kinds of care and any risks. You have the right to say no to all or part of your care services. You have the right to be told what might happen if you say no, based on what is known.
14. Have all your information kept confidential and private. This includes your protected health information (except as otherwise provided for by law or third-party payer contracts).
15. Be referred to other healthcare providers in another healthcare system, if you want. Examples include dietitians, pain specialists and mental health services. You may also be referred back to your own prescriber for follow-up.
16. If we are legally allowed to give your personal health information to someone, you have the right to know who. You also have the right to know when we gave it.
17. Tell us you do not like something. This includes things like not feeling respected or not liking your treatment or service. You also have the right to suggest changes we should make to our policy, staff or services. You have the right to do this without:
  - Being discriminated against

- Being held back
- Being punished
- Being intimidated
- Having too much interruption of services

Patients or caregivers can call 570-208-4721. They should ask to speak with a staff member's supervisor or the pharmacist in charge. Or they can ask to speak to the pharmacy manager or pharmacy director.

18. Be able to speak to a health professional, if you want to.
19. Tell us you are unhappy about services given to you. The services can be on time or late.
20. Be told about any financial relationships the pharmacy has.
21. Be told about programs that can help you. These may be things like:
  - Patient management services
  - Manufacturer copay and patient assistance programs
  - Health plan programs (quitting tobacco, managing disease, managing pain, preventing suicide, behavioral health)
22. Be given the pharmacy number (570-208-4721). You can call after hours or during normal business hours of Monday through Friday 8 a.m. to 5 p.m. ET.
23. Be told about a change in your plan of service before we make the change. You also have the right to be told if we are ending the Patient Management Program.
24. Help with developing and sometimes changing your plan of care or service.
25. Get information in a way and a language that you understand.
26. Have family members help with your care, treatment or service decisions. This would be done if allowed by law. It would be done with your permission or the permission of someone making decisions for you.
27. Be told about all of your responsibilities.
28. Say you do not want to join any Geisinger Specialty Pharmacy services. You also have the right to take away your permission. You have the right to stop your enrollment. You can do this whenever you want.
29. Not have anyone mistreat you. You also have the right not to have anyone neglect you. You have the right to not be abused verbally, mentally, sexually or physically. This includes injuries of unknown cause and anyone taking your property.

**You are responsible for:**

1. Sticking to the plan of treatment or service your doctor gave you. You are also responsible for telling them if you are in the Patient Management Program.
2. Following Geisinger Specialty Pharmacy's policies and procedures.
3. Turning in any forms needed to be in the program.
4. Helping develop a useful plan of care, treatment or services.
5. Giving us all the correct medical and personal information you know. We need this information to plan and provide your care or services.
6. Asking questions about your care, treatment or services.
7. Making clear any instructions given by company representatives.
8. Telling us about what you think are risks in your services. You are also responsible for telling us about unexpected changes in your condition.
9. Making sure you can receive medication deliveries. You are also responsible for working with Geisinger Specialty Pharmacy during times you cannot receive deliveries.

10. Treating pharmacy staff members with respect and dignity. You are also responsible for not treating people unfairly because of color, religion, sex or national or ethnic origin.
11. Making sure staff members have a safe place to give you services.
12. Following instructions for your medication. You are also responsible for using it for the reason your doctor prescribed it. You are responsible for not giving medication to anyone it was not prescribed to.
13. Telling us if you are not sure you can follow instructions we gave you.
14. Promptly paying balances for deductibles, copays and coinsurance. However you do not need to do this if it is against the law.
15. Telling the pharmacy about a change in prescription or insurance coverage.
16. Telling the pharmacy right away about any changes to your address or phone number.

## Complaint process

**If you ask for a patient concerns and complaints form, we will give you one.**

1. You have the right and responsibility to tell us if you are unhappy about services you get or do not get. If you tell us you are unhappy:
  - You will not be punished.
  - You will not be treated unfairly.
  - You will not have a long interruption of services.Call the pharmacy at 570-208-4721. Ask to speak with the pharmacy manager or pharmacy director during regular business hours. You can speak with the on-call pharmacist at nighttime and on weekends and holidays.
2. The complaint process means we'll listen to your concern or complaint. We will start looking into it within 5 business days of getting your concern or complaint. We'll try to take care of all complaints within 14 days. We will tell you verbally or in writing how we took care of the complaint. If we need more time to take care of it, we'll tell you verbally or in writing.
3. If you would like to talk about your concerns or complaints with someone who is not on our staff, you can. You should file a complaint with one of the following:
  - Geisinger's patient liaison (570-808-7636)
  - URAC (202-216-9010)
  - ACHC (855-937-2242)
  - Pennsylvania Board of Pharmacy (717-783-7156)



## Consent form

If you would like, you can have someone else talk to us about your prescriptions. This could be a friend or a family member. Just fill out this form. Then send it to us in the self-addressed envelope we gave you. If you do not have that envelope, you can mail the form to the address below. Or you can fax it to 570-208-4726.

I, \_\_\_\_\_ give permission  
to allow \_\_\_\_\_  
to talk to the Geisinger Specialty Pharmacy staff about my prescription medications.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### Geisinger Specialty Pharmacy

620 Baltimore Drive, Suite 100

Wilkes-Barre, PA 18702

Phone: 800-757-0389



# Geisinger Specialty Pharmacy patient satisfaction survey

Thanks for trusting us with your specialty pharmacy services. We'd like your feedback on your experience. You're welcome to tell us what we're doing right. You can also tell us how we can do better.

## Instructions

Fill in the appropriate box for each entry with an X. If you mark any as "somewhat dissatisfied" or "dissatisfied," let us know how we can improve in the comment section at the end.

## How would you rate your level of satisfaction with the following?

### 1. Overall satisfaction with Geisinger Specialty Pharmacy

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 2. Met your service expectations

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 3. Timely delivery of your medication

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 4. Accuracy of your order

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 5. Helpful information about your medication

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 6. Ability to reach someone who could answer your questions

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 7. Explanation of what you pay after your insurance pays

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 8. Explanation of your insurance benefits

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 9. Explanation of how to refill your medication

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 10. Explanation of how to reach us about problems with your order

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

### 11. Medication packaging

N/A  Very satisfied  Satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Dissatisfied

*continued on next page*

**How can we improve our services?**

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**Any other comments?**

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Signature (optional): -----

Date: -----

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