

Specialty Pharmacy

# WELCOME PACKET

**Your Individualized Specialty Pharmacy**

This booklet contains important information. Please keep it in a safe place.



# Welcome to Your Specialty Pharmacy

The University of New Mexico (UNM) Hospital Specialty Pharmacy partners with UNM Hospital and clinics to help give the best care to patients who need a specialty medicine.

## What Is a Specialty Medicine?

Specialty medicines treat complicated, long-term health problems. These medicines often have special instructions or they may need to be stored in a certain way. You may not be able to get them at your local pharmacy. The pharmacy staff is here to help serve your needs and make this a smooth process for you.

## How Can the Specialty Pharmacy Help Me?

When you're taking a specialty medicine, you may need extra support for check-ups, medicine advice, help with your insurance, and financial assistance. Specially trained pharmacy staff will give you this extra support to make sure the medicines are working for you.

Our pharmacy staff will help you get your medicines and refills. The Specialty Pharmacy will fill your prescriptions. Then you can pick them up, have them shipped to your clinic or have them shipped to your home free of charge. Our pharmacists and pharmacy care coordinators are experts in many areas, including hepatitis, multiple sclerosis, osteoporosis, psoriasis, cystic fibrosis, rheumatology, and transplant.

### IMPORTANT INFORMATION

#### Specialty Pharmacy Phone Number

505-272-7065  
or toll free 1-833-440-1144

#### Specialty Pharmacy Billing Number

505-925-6984

#### After-Hours Phone Number

1-833-440-1144

#### Address

1209 University Blvd NE,  
Albuquerque NM 87102

#### Hours of Operation

Monday – Friday, 8 a.m. – 6 p.m.

Saturday, 9 a.m. – 5 p.m.

Sunday, closed

## Specialty Pharmacy is Closed on These Holidays:

- Memorial Day (last Monday of May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- The Day After Thanksgiving (fourth Friday in November)
- Christmas Eve (December 24)
- Christmas Day (December 25)
- New Year's Eve (December 31)
- New Year's Day (January 1)

A licensed pharmacist is available by phone 24 hours a day, 7 days a week, for emergency pharmacy questions.



## What Can We Do for You at the Specialty Pharmacy?

Our goal is to make sure you have the best pharmacy experience possible.

- ✓ We work together with your specialty care providers to make sure you have the best long-term care.
- ✓ We can deliver your medicine straight to your home.
- ✓ You can pick up your prescription if you live in the Albuquerque area.
- ✓ We will answer any questions regarding the status of your prescription.
- ✓ We can help you sign up for patient assistance programs.
- ✓ We will follow up with you often.
- ✓ We will teach you how to take your medicine correctly – how much and how often.
- ✓ We will teach you how to give yourself shots.
- ✓ We will help you prepare for and manage possible side effects and drug interactions (when one medicine affects how well another medicine is working).
- ✓ We will help you prevent missed doses.
- ✓ We will explain how we check to see if your medicine is working and what the results mean.
- ✓ You can call us 24 hours a day, 7 days a week (including holidays and weekends) and talk to a specially trained staff member.

## How Do I Get Started?

Your provider will send your prescription to the UNM Hospital Specialty Pharmacy. A specialty pharmacy care coordinator will then work on getting special approval from your insurance. This special approval is called a prior authorization. Insurances usually take 48 to 72 hours to review the prior authorization. Your specialty pharmacy care coordinator works with your specialty clinic, and can talk directly to your doctors, nurses, pharmacists, and other health providers. They help coordinate your care to make sure you get your medicine as soon as possible. If you have any questions, call us.

## Delivering and Storing Medicine

You can pick up your medicine at the Specialty Pharmacy (located at 1209 University Blvd NE, Albuquerque NM 87102), or you can have it delivered to your clinic or to your home free of charge. We will call you to set up a delivery date and time to make sure someone is home to get the package. We cannot ship to a P.O. Box at this time. **We must get a signature for nearly all medicine deliveries.**

If your medication needs to be refrigerated, we will ship it in special packaging that keeps it at the right temperature as it is being shipped. Once you get the package, take the medicine out of the box and put it in the fridge.

## Refilling Medicines

Our specialty pharmacy care coordinators will call you before you are due for your next refill(s). A care coordinator will refill the medicine(s) and schedule a delivery with you.

If you have questions about your refills, call us. If you leave a message about your refills, please make sure you speak slowly.

### Remember to say this information in your message:

- Your name
- Your date of birth
- Your medical record number
- The name and strength of the medicine you:
  - need refilled or
  - have a question about

## What Should I Do if I Have a Side Effect or a Bad Reaction to My Medicine?

If you are having a serious reaction, go to your nearest emergency room or call 911 right away and tell them information about the medicine(s) you are on.

If you have a side effect that is not an emergency, call one of our specialty pharmacists.

## What Happens if the UNM Hospital Specialty Pharmacy Does Not Have My Medicine?

If our pharmacy does not have your specialty medicine, your specialty pharmacist will send your prescription to a pharmacy that has your medicine. Sometimes, the pharmacy might have to give you a generic medicine instead of a brand name medicine. (“Generic” means the name of the medicine. A brand name is a specific name a company gives the medicine. For example “ibuprofen” is the generic name of a medicine and “Advil” or “Motrin” are brand names companies have given the medicine.)

This could happen because your insurance company prefers the generic medication. Sometimes the generic option has a lower cost. If we need to give you the generic drug instead of a brand name drug, a staff member will call you to let you know before shipping the medicine.

Please call UNMH Specialty Pharmacy if there is a need to transfer your prescription to another pharmacy so the UNMH specialty pharmacy can begin the process.

## Medication Delay

If there is a delay in your delivery our specialty pharmacy care coordinator will contact you with this information. If you do not get your medicine(s) on time, please call a specialty pharmacy care coordinator. This way, your treatment is not interrupted.



## Medicine Return Policy

You cannot return medicine to the pharmacy. (New Mexico Board of Pharmacy regulation 16 NMAC 19.6.14 forbids the resale or reuse of a prescription item that was previously dispensed.) If your medicine or supplies are damaged, we will arrange a return and reship of the medicine(s).

## How Do I Get Rid Of Any Extra Specialty Medicines I Did Not Use?

If you aren't sure how to get rid of unused specialty medicines, call our specialty pharmacy staff for directions. Having out-of-date, unused medicine around your house is a threat to pets and other family members. We will give you the best instructions to keep you, your household, and the environment safe from these medicines.

If you give yourself injections (shots), put all needles, syringes, and other sharp objects into a sharps container. You can get a sharps container from our pharmacy if you have an injectable medicine.

**For more information about throwing out sharps, please visit:**

[www.env.nm.gov/solid-waste/recycling-composting-and-diversion](http://www.env.nm.gov/solid-waste/recycling-composting-and-diversion)

## Insurance, Co-Pays, and Financial Assistance

If your insurance does not approve the first prior authorization, specialty pharmacy care coordinators will work with your provider. They will try to get your medicine approved by your insurance or find a different medicine that your insurance will approve. If the insurance still does not approve your medicine, a staff member will let you know so we can work together to resolve the issue.

Specialty pharmacy care coordinators will let you know how much you will have to pay. If your medicine is not covered by your insurance or another source, you may have to pay these costs: deductibles, co-pays, co-insurance, and yearly out-of-pocket limits.

## What if I Need Help Paying for My Medicine?

Specialty pharmacy care coordinators can find discount programs, like co-pay coupons from drug companies or other programs through disease foundations. We will help you get enrolled in the programs.

Specialty pharmacy care coordinators can be reached at **505-272-7065** or toll free at **1-833-440-1144**.

We are available Monday through Friday, 8 a.m. to 6 p.m. and Saturday 9 a.m. to 5 p.m.

## Specialty Pharmacy Billing

- We send out a billing statement at the beginning of each month.
- We accept cash, check, money order, or credit card as payment.
- Please pay your balance within 30 days.
- **You can pay your bills online here:**  
<http://goto.unm.edu/billpay>

If you have a question about your bill, please call the UNM Hospital Specialty Pharmacy billing specialist at **505-925-6984**.

## How Do I Request an Interpreter?

The Specialty Pharmacy provides free professional interpreters to help you and your care team communicate with each other. Once you ask for an interpreter, our staff will have the interpreter join the call.

## Emergency and Disaster Information

If there is a disaster in our area, our specialty pharmacy care coordinator will call you to plan the delivery of your medicine. If there is a disaster in your area, please call our specialty pharmacy care coordinator to plan the delivery of your medicine. You are also welcome to pick up your medicine at the UNM Hospital Specialty Pharmacy. That way you can be sure that your treatment is not interrupted. Be sure to let us know when you get back home.

## Patient Concerns, Complaints, and Questions

You have the right to:

- Talk to a member of the Ethics Committee when there are ethical issues with your care.
- Talk to a patient advocate.
- File a complaint for any issues – like care or access – that you haven’t been able to resolve with your doctor, nurse, or pharmacist. You can file a complaint by calling:
  - The UNM Hospital patient assistance coordinator at **505-272-2121**.
  - The New Mexico Department of Health at **1-800-752-8649**, or by mail:  
New Mexico Department of Health  
Division of Health Improvement  
Incident Management  
P.O. Box 26110  
Santa Fe, NM, 87502-6110
  - The Joint Commission at **1-800-994-6610**.

## Patient Safety - Frequently Asked Medication Questions

### 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 UNM Hospital 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.

### **How Do I Store My Medicine?**

- You can usually find storage instructions on the package insert that comes with your medicine. If you have questions about how to store your medicine, talk with your pharmacist. Follow storage directions closely.
- Keep all drugs in a safe place. Keep all drugs out of the reach of children and pets.
- Do not flush your medicine down a toilet or pour it down a drain. Check with your specialty pharmacy care coordinator if you have questions about the best way to get rid of the medicine you don't need.

### **What if My Medicine is Recalled?**

If there is medicine recall, UNM Hospital Specialty Pharmacy will call you directly and tell you what to do.

### **What Should I Expect When Taking Medicine (Including Side Effects)?**

You can call the UNM Hospital Specialty Pharmacy to talk to a pharmacist about side effects. They can talk directly to your doctors, nurses, and other health providers to help you with your concerns. The Specialty Pharmacy also gives out patient education guides to make sure you understand the side effects of your medicine.

### **Health Sciences Privacy Office**

The Health Sciences Privacy Office works to make sure healthcare providers and pharmacy staff are aware of privacy issues. The Federal Government requires us to protect each patient's private health information. We handle confidential records appropriately, as required by the government.

**The Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA)** protects the privacy and confidentiality of a person's health information.

### **Disclosure of Protected Health Information (PHI)**

A person's health information generally cannot be used or shared unless that person gives written authorization or permission before it is used or shared.

### **Examples:**

- **Prior Written Authorization to Employer** – The person (individual) may request that a copy of their PHI or health records be sent to their employer. The person must provide written permission before the records can be sent.
- **Prior Written Authorization, Interview** – The person would like a third party, someone who is not a treatment provider, to interview their treatment provider. The person must provide written permission before the discussion that allows the treatment provider to discuss the person's treatment PHI with the third party.



## Breach of Protected Health Information

A breach is when something happens and there is a chance that protected health information may be read by people who do not have permission to see it. HIPAA requires that a person's PHI is reasonably kept safe. Loss of hard copy (paper) PHI or unencrypted electronic PHI can result in a breach of PHI. A letter telling the person that their information may not have been kept private (a breach notification letter) must be sent to the person.

### Examples:

- **Safeguarding Health Records**
  - Medical record documents left unattended in a public area are a breach of PHI.
- **Encrypted Laptop** - A laptop containing unencrypted PHI is stolen from a car. Unencrypted means that the information on the computer is not protected and anyone using the computer can read it. The loss of the laptop is a breach of PHI.
- **Workforce Curiosity Data Breach** - A workforce member looks at PHI for information about coworkers, friends, or family members out of curiosity (i.e., without a medical or business purpose). This unauthorized access is a breach of PHI.

## Patient Rights and Responsibilities

A person has several basic rights that go along with their Protected Health Information.

### You Have the Right to...

- have a copy of the Notice of Privacy Practices (available in English, Spanish and Vietnamese)
- get general access to look at and have a copy of your health information
- ask for an amendment (changes or additions) to health information
- ask for confidential communications
- ask for restrictions on uses and sharing of health information
- get a record of disclosures (any time information has been shared)

Remember, the UNM Hospital Specialty Pharmacy is here to provide specialty medicine support, answer questions, and partner with you on your health goals.

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\*Under HIPAA, "**individual**" means the person who is the subject of the protected health information.

\*\*Under HIPAA, "**workforce member**" means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for a covered entity, is under the direct control of such entity, whether or not they are paid by the covered entity. A person is acting under the authority of a covered entity or business associate if he or she is acting on its behalf. This may include a workforce member of a covered entity, an employee of a business associate, or even a business associate of a covered entity.