

Dear Patient,

Welcome to Kelley-Ross Specialty Pharmacy. We are excited to be able to provide you with all your specialty pharmacy needs.

Our staff understands that your medical needs may be complex, and that special knowledge is needed when working with your medical provider and insurance company. We want to provide you with the kind of personal service needed to make sure you get the most benefit from your therapy. This packet will describe services we offer including:

- Enrollment in the Patient Management Program, a program designed to help you manage side effects, increase your ability to stay on your drug therapy, and improve your overall health
- Training, education and counseling
- Medication refill reminders
- Options for shipping and delivery of your specialty medication.
- Access to a pharmacist 24 hours a day, 7 days a week (including weekends and holidays)
- Working with your insurance company to make sure your medication is covered
- Enrollment in programs to help with the cost of your medication

We look forward to providing you with the best service possible.

Sincerely,

Kelley-Ross Specialty Pharmacy Team



Kelley Ross Specialty Pharmacy is in Seattle Washington with locations at:

Division: Kelley-Ross Long-Term Care
2324 Eastlake Ave E
Seattle, WA 98102

And

Division: Kelley-Ross at The Polyclinic
907 7th Ave Suite 103
Seattle, WA 98104

We are open Monday to Friday
9:00am to 5:30pm

*We are closed on all major holidays,
including New Year's Day, Memorial Day,
Independence Day, Labor Day,
Thanksgiving Day, Black Friday and
Christmas Day.*

Phone:
(206) 838-4567

Toll Free:
(855) 838-4567

Email:
specialty@kelley-ross.com





What to Expect

We know that your medical needs may be complex and can feel overwhelming at times. We are here for you. Our staff along with your doctors, nurses, family and friends will work together as one health care team. Our goal is to provide you with quality care.

How do I get my medicine?

- Kelley-Ross Pharmacy receives the prescription from your doctor
- We communicate with you and your doctor if additional information is needed
- We work with you and your insurance to cover the cost of the medication
- If necessary, we work with your insurance company to authorize treatment
- We help find available programs to provide financial assistance for those in need
- We arrange for the delivery/pick up of your medicine
- We monitor your expected refill date and send refill reminders

Please keep in mind that these steps can take some time. Your pharmacist may provide information about your medicine and tips for taking it correctly. They are also available to answer any questions you may have.

What is this specialty pharmacy my doctor mentioned?

- Specialty medications require a special kind of pharmacy. That is because they:
 - Treat complex, chronic or rare conditions
 - Can be expensive – often more than \$10,000 per year
 - Can often be filled only by certain pharmacies
 - Need special handling and storage
 - Could have side effects that need to be monitored closely

How does this work and what do I need to do?

- A specialty pharmacy is different from your neighborhood pharmacy. A specialty pharmacy coordinates all aspects that go into receiving a specialized medicine.
 - The specialty pharmacy will coordinate your newly prescribed prescriptions along with ongoing refills
- Helpful tips to keep in mind about refills:
 - Order about a week before you run out
 - You can order refills by phone or through the website
 - Let Kelley-Ross Pharmacy know if you will be away from home
 - Often, we can deliver your refill to where you will be
 - Ask about refill reminders
 - Kelley-Ross Pharmacy offers phone call, email or text refill reminders
 - Answer and return calls from Kelley-Ross Pharmacy to prevent delays
- Keep Kelley-Ross pharmacy in the know
 - Let Kelley-Ross Pharmacy know right away if your address or insurance changes. Having the right information can help ensure you receive your refills in a timely manner.



Reorder medication\Refill

- Patients with Kelley-Ross Pharmacy Group, please call **(206) 838-4567** or toll free **(855) 838-4567**.
- If you don't have refills left, we can reach out to your provider for you.
 - *If you recently changed where you receive your care, please provide contact information for the new clinic or provider.*

Drug Recalls (Medication that needs to be sent back)

- If your medication must be sent back for any reason, the specialty pharmacy will contact you with instructions that have been given by the FDA or drug manufacturer.
- To report Serious Medication Side Effects to the FDA call (800) FDA-1088.

Concerns or Possible Problems

- We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services we provide, or any other issues about your order, contact us directly and speak to one of our staff members.
- For serious issues or complaints that can't be resolved by the Kelley-Ross staff you may contact :
 - Accreditation Commission for Health Care (ACHC): (855) 937-2242
 - Washington State Department of Health's Pharmacy Commission: (360) 236-4700

How to dispose of unused medications

- If you have expired or unwanted medication, proper disposal is important and easy.
- Please visit med-project.org to learn about different disposal options and locations.

Payment Policy

- Before your care begins, a staff member will let you know your part of the cost that is not covered by your insurance. Your part of the cost may include but not limited to:
 - Out-of-pocket cost such as deductibles
 - Co-pays
 - Co-insurance
 - Annual out of pocket limits
- We will also provide this information if there is a change in your insurance plan.



FAQ

- **What is different about specialty pharmacies?**
 - With a specialty pharmacy, you'll need to plan ahead. In most cases you won't be able to walk in and have your prescription filled right away. Your insurance plan will generally require additional paperwork to approve coverage.
- **Why is my copay different from what I'm used to?**
 - Some insurance companies use coinsurance or "copayment"
 - The copay is the fixed amount you'll pay for your medication out of pocket
 - Coinsurance is a percent of the full price of your medication
 - This may also be different depending on our pharmacy's network status with insurance (in or out)
 - *Be sure to ask your specialty pharmacy for any type of copay assistance you may be eligible to receive.*
- **What if I can't afford my medication?**
 - Kelley-Ross Pharmacy will look for ways to bring down your costs. Manufacturers and foundations might offer financial relief. We will find out if you qualify and connect you with their programs. We will also help you with the paperwork from start to finish.
 - Which programs you qualify for will depend on factors such as your condition, medication and income.
- **How do I track my delivery?**
 - Please call us at (206) 838-4567 and we can provide a real-time delivery status or tracking number. You can also get your tracking number sent via email.
- **What if my medication needs to be refrigerated?**
 - Your medicine will be delivered in a cooler with cold packs to keep the temperature in the right range.
- **What if I don't speak English? ¿Qué pasa si no hablo inglés? 如果我不會說英語怎麼辦?**
 - Through multilingual staff and translation services, Kelley-Ross pharmacy can talk with people in more than 150 languages. Our goal is to make sure you understand your treatment and answer all your questions.
 - A través del personal multilingüe y los servicios de traducción, la farmacia Kelley-Ross puede hablar con personas en más de 150 idiomas. Nuestro objetivo es asegurarnos de que comprende su tratamiento y responde a todas sus preguntas.
 - 通過多語種工作人員和翻譯服務, Kelley-Ross藥房可以與150多種語言的人交談。我們的目標是確保您了解您的治療並回答您的所有問題。
- **What should I do if I experience side effects or have a question about my medication?**
 - If side effects occur, contact Kelley-Ross pharmacy or your doctor immediately. **If you have life-threatening symptoms such as difficulty breathing, call 911.**
 - As a specialty Kelley-Ross pharmacy patient, you can contact us at (206) 838-4567 or (855) 838-4567 anytime to speak with a pharmacist.
- **What is an insurance prior authorization?**
 - For some treatments, insurance companies require specific requirements you must meet for them to cover the medication. We will work with your provider to get the necessary documentation that is required.
 - This process may take up to 2 weeks

- **How do I access medications in case of an emergency or disaster?**
 - In the case of an emergency or disaster, please attempt to contact us via phone. If we are unreachable, you may take your prescription bottle or packaging to any pharmacy and request an emergency supply. We maintain emergency operations between our different physical locations.
 - You may also leave a call back message for our on-call pharmacist at each division with instructions on how to deliver your medication. This will ensure your therapy is not interrupted.

