

Welcome!

Beth Israel Lahey Health 

Specialty Pharmacy

Managing specialty medications for your chronic illness can be complicated. We can help.

Business hours

Monday - Friday
8 a.m. - 6 p.m. (EST)

We are closed on Saturdays,
Sundays and major holidays.

Contact us

Toll Free: 833-884-3600

Local Phone: 781-352-6600

Fax: 781-352-6610

For further information about your condition and the services we provide, visit bilh.org/pharmacy

Thank you for choosing BILH Specialty Pharmacy.

Our expert pharmacy staff understands that your medical condition is complex and requires special knowledge when collaborating with your medical providers and insurance company. We are part of Beth Israel Lahey Health (BILH), so we work closely with your BILH doctors as part of your care team. As a result, we provide unique, personalized service that helps ensure your therapy is as effective as possible.

This packet contains important information regarding the services we provide, so please review it carefully.

Introduction

BILH Specialty Pharmacy makes the treatment of difficult diseases as simple, safe, and effective as possible. We ensure you have access to your medication, that you are maximizing your insurance coverage, and that you understand how your medication should be taken, monitored and stored. We combine caring, personalized service with exceptional clinical knowledge.

What is a Specialty Pharmacy?

A specialty pharmacy fills prescriptions used to treat complex, chronic medical conditions. These medications are often expensive, not available through most local pharmacies, and require patient education. A specialty pharmacy has clinically trained pharmacists who can educate you about storage conditions, handling, and how best to take your medications.

Medications handled by a specialty pharmacy often include:

- Biological medications
- Injections and infusions
- High-cost medications
- Medications that have special delivery and storage requirements, such as needing refrigeration



MyBILH Pharmacy App

The MyBILH Pharmacy app lets you easily manage your BILH prescriptions at your fingertips.

- See all BILH prescriptions in one place — for you and your family
- Request BILH Pharmacy refills
- Transfer prescriptions to a BILH Pharmacy

To learn more and download the app, visit bilh.org/pharmacyapp or scan here.



Below is a list of the medical conditions we dispense medications to treat. Included is contact information for you to learn more about your condition.

Allergic Asthma

Allergy and Asthma Association
of America
800-727-8462
aafa.org

Ankylosing Spondylitis

Spondylitis Association of America
800-777-8189
spondylitis.org

Cancer

American Cancer Society
800-227-2345
cancer.org

Cystic Fibrosis

American Lung Association
800-586-4872
lung.org

Hepatitis C

American Liver Foundation
800-465-4837
liverfoundation.org

Human Immunodeficiency Virus (HIV)

The Body - The Complete
HIV/AIDS Resource
212-541-8500
thebody.com

Hyperlipidemia

FH Foundation
844-434-6334
thefhfoundation.org

Inflammatory Bowel Disease

Crohn's & Colitis Foundation
of America
800-932-2423
crohnscolitisfoundation.org

Multiple Sclerosis

Multiple Sclerosis Association
of America
800-532-7667
mymsaa.org

Psoriasis

National Psoriasis Foundation
800-723-9166
psoriasis.org

Psoriatic Arthritis

Arthritis Foundation
844-571-4357
arthritis.org

Pulmonary Hypertension

Pulmonary Hypertension Association
800-748-7274
phassociation.org

Rheumatoid Arthritis

Arthritis Foundation
844-571-4357
arthritis.org

Here Are the Services You Can Expect

Personalized Care

Our pharmacists are clinically trained and experienced in your specialty medication. We will create a custom plan of care and discuss this plan with you. We will address any questions or concerns you may have at every step of treatment.

Using your medication properly can improve your treatment—so it's important to understand and follow the directions of your doctor and pharmacist. We offer a Patient Management Program which can help you learn proper use of your medication and manage side effects.

Additional program benefits include:

- Managing side effects
- Increasing compliance and medication adherence to drug therapy
- Overall improvement of health, provided you follow appropriate direction from the pharmacist and any other medical provider(s) directly involved in your care.

To opt out of the Patient Management Program, you may either call the pharmacy directly or write an opt-out

statement. For phone and address please see the back cover.

Collaboration with Your Doctor

We will always keep the lines of communication open between you and your doctors. We are here to make sure any difficulties you experience with your treatment are addressed immediately with your doctor.

We will need your help so that we can help you. We encourage you to actively participate in your care by responding to our outreach calls, and providing updates about your health. You need to be willing to take your medication on time and as instructed in order for it to work properly. Consultations with a pharmacist do not replace appointments with your provider.

Regular Follow-up

Getting your medications and medical supplies quickly and taking them as prescribed is very important to your care



We will stay in close contact with you during your treatment. Always return our call as soon as possible to avoid any delays and inform us of any medication-related updates or difficulties you might be experiencing.

Explanation of Benefits

Your access to the prescribed medications is one of our highest priorities, but treatment can sometimes be costly.

Our relationships with insurers will help provide you with information and explanations of your drug and medical benefits. We will help you understand your insurance coverage to bring you the most cost-effective option available.

Fast Delivery

We offer fast, free, and convenient delivery to your home, workplace or the location of your choice. A staff member will contact you before your next refill is due to coordinate your next medication delivery and update your medical and insurance



records. We also offer in-pharmacy pick-up during business hours.

24/7 Support

Our specialty pharmacists are on call 24 hours a day, seven days a week for medication-related emergencies. We are



always here to answer any questions or address any concerns you may have.

If you experience a medical emergency, please call 911 immediately. If you are experiencing a non-emergent drug reaction, please call our specialty pharmacist at 781-352-6600 or toll free at 833-884-3600. They are available 24/7 for medication-related emergencies to address your concerns and report them to your prescriber if necessary.

In the event of a drug recall, you will receive a call from a pharmacist to discuss a quick and safe resolution.

Financial Assistance and Explanation of Financial Obligations

Before your care begins, a staff member will inform you of your financial obligations that are not covered by your insurance or other third-party sources. These obligations may include, but are not limited to:

- Deductibles
- Co-pays
- Co-insurance
- Annual and lifetime co-insurance limits.

We may not be able to fill your specialty medication because some insurance plans may require you to fill your prescription at another pharmacy, or because the manufacturer limits access to these medications. When this happens, we will notify you and work with your provider to transfer the prescription(s) to the correct pharmacy.

As our patient, you will have access to financial assistance programs to help with co-payments should you be unable to afford your medication. These programs include discount coupons from drug manufacturers, co-payment vouchers, and assistance from various charitable organizations and pharmaceutical companies. Please let us know if you need financial assistance.

Notification of Order Delays

Should there be a delay in filling or delivering your prescription, we will notify you to limit any interruptions in your therapy. If our pharmacy is unable to provide your medication, we will help you get your medication from another pharmacy.

Please call the pharmacy directly in the event that your medication has not arrived as scheduled so that we can investigate the delay.

Insurance Assistance

BILH Specialty Pharmacy works closely with your doctor and insurance company to submit any prior authorizations that are required. We also work with manufacturers and assistance programs for patients who need additional financial coverage. Our goal is to ensure that coverage does not become a barrier to your care.



We work with most major insurance companies. Staff will submit claims to your health insurance carrier on the date your prescription is filled.

Co-payment Collection

We are required to collect all co-payments prior to shipment of your medication. Co-payments can be paid by credit card (Visa, MasterCard, AMEX and Discover) over the phone and by check or money order through the mail.

Your Rights and Responsibilities

BILH Specialty Pharmacy supports your right to know about your health and illness, and your right to participate in decisions that affect your well-being. Our own statement of patients' rights, incorporating state and federal law, describes our commitment to protecting your rights.

Your Rights

- You have the right to choose who provides you with pharmacy services and to choose an attending physician, if applicable.
- You have the right to receive proper and professional pharmacy care in accordance with physician orders free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, without discrimination against your race, sex, color, religion, sexual orientation, disability, gender identity, immigration status, or age.
- You have the right to be treated with dignity and individuality, including respect for your autonomy, property, and right to confidentiality in treatment.
- You have the right to take part in developing and/or changing your plan of care, as well as receiving the needed information to take part in your care, including the proper use, handling, and storage of your medications and its effects.
- You have the right to be provided with adequate information with which you can give your informed consent for the start, continuation, or termination of services, as well as transfer of services to another health care provider.
- You have the right to voice grievances/complaints and/or suggest changes in your pharmacy care/services including recommending changes in policy or personnel, without compromising your care/services or causing any type of repercussions.
- You have the right to have any grievance/complaint regarding treatment or care (or lack thereof) furnished, or lack of respect of property, promptly investigated and be notified of the findings and/or corrective action taken.

- You have the right to request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, and risk of treatment or care plans.
- You have the right to receive treatment and services within the scope of your plan of care, promptly and professionally, while being fully informed as to our policies, procedures and charges.
- You have the right to request and receive data regarding treatment, services, or costs, privately and confidentially.
- You have the right to be given information as it relates to the uses and disclosure of your plan of care.
- You have the right to receive instructions on handling drug recalls.
- You have the right to confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; PHI will only be shared with the Patient Management Program in accordance with state and federal law.
- You have the right to receive information on how to access support from consumer advocates groups.
- You have the right to identify our staff members including their job title, and speak with a supervisor at any time if requested.
- You have the right to speak to a health care professional.
- You have the right to receive information about the Patient Management Program, including changes in or termination of the Patient Management Program.
- You have the right to decline participation, revoke consent or disenroll at any point in time.
- You have the right to be informed in advance of the care being provided, as well as the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible.
- You have the right to receive information about the scope of services that we can provide and any limitations on those services.
- You have the right to participate in the development and periodic revision of the plan of care.
- You have the right to refuse treatment at any time and be informed of potential consequences of refusing treatment.
- You have the right to be informed of client/patient rights under state law and to formulate an Advanced Directive, if applicable.
- You have the right to be able to identify visiting personnel members through proper identification.
- You have the right to be advised on pharmacies' policies and procedures regarding the disclosure of clinical records.
- You have the right to be informed of any financial benefits when referred to an organization.
- You have the right to be fully informed of one's responsibilities.

Your Responsibilities

To ensure you receive the best pharmacy care possible from BILH Specialty Pharmacy, we ask that you accept the responsibility to:

- Provide accurate and complete information regarding your past and present medical history and contact information, including any changes.
- Agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments.
- Participate in the development and updating of a plan of care.
- Communicate whether you clearly understand the course of treatment and plan of care.
- Comply with the plan of care and clinical instructions.
- Accept responsibility for your actions, if refusing treatment or not following with the prescribed treatment and services.
- Respect the rights of pharmacy personnel.
- Notify your treating physician of participation in the services provided by the pharmacy and notify the pharmacy with any potential side effects and/or complications.
- Notify BILH Specialty Pharmacy via telephone when your medication supply is running low so that a refill may be shipped to you promptly.
- Submit any forms necessary to participate in the program to the extent required by law.

- Maintain any equipment provided.
- Notify the pharmacy regarding any concerns about the care or services provided.

Grievances

Should you have concerns, problems, or complaints about the quality of care or service that you are receiving, you are encouraged to speak to the providers directly involved in your care. BILH Specialty Pharmacy believes that all patients have the right to be heard, to report a grievance, to have those grievances acknowledged, and to be provided with a written response of the resolution.

What is a Grievance?

Grievances are complaints about the way BILH Specialty Pharmacy is providing care or the way a staff member has treated you or behaved towards you. A grievance is not the way to deal with a complaint about a treatment decision or service that is not covered.

How to File a Grievance

Contact the BILH Specialty Pharmacy Customer Service Department at 833-884-3600. All grievances will be documented and forwarded to the Compliance Manager. Within three (3) business days of receiving a complaint, BILH Specialty Pharmacy will respond to you using either oral, telephone, email, fax, or letter format, that we have received the complaint and that we are investigating. Within five (5) business days, BILH Specialty Pharmacy will provide you with verbal notification as to the nature of the complaint, results of our investigation, steps taken by the organization to resolve the complaint and our response to the complaint. Similar written notice will be provided upon request.

If you find the above avenues unsatisfactory, you may contact any of the following agencies:

ACHC Complaint Information

achc.org/contact

855-937-2242

URAC Complaint Information

urac.org/contact/file-a-grievance

grievances@urac.org

202-216-9010

You may also file a complaint with the Massachusetts State Board of Pharmacy.

Additional information about your rights as a patient

Offer to Counsel

You have the right to know about the proper use of your medication and its effects. If you need more information, please ask the pharmacist.

No Automatic Refill Policy

BILH Specialty Pharmacy cannot refill prescriptions without your verbal or written request. This policy is in compliance with insurance rules and regulations, and applies to all patients regardless of insurance carrier. Because taking your medication as directed is an important part of your treatment, we

attempt to call all patients who are due for medications as a reminder. In the event of a missed call, it is up to you, the patient (or caregiver) to call the pharmacy to authorize a refill.

Adverse Effects to Medication

If you are experiencing adverse effects to the medication, please contact your doctor or your pharmacist at BILH Specialty Pharmacy.

Drug Substitution Protocols

Unless otherwise indicated, all prescriptions will be filled with an FDA-approved generic medication if one is available per Massachusetts State Law.

Specialty Pharmacy Patient Safety

Patient Emergency Preparedness Plan

Make a list that includes:

- Medications
- Medical information
- Allergies and sensitivities
- Copies of health insurance cards
- Dialysis prescription
- Dialysis provider (and back-up facility) contact information

Have on hand:

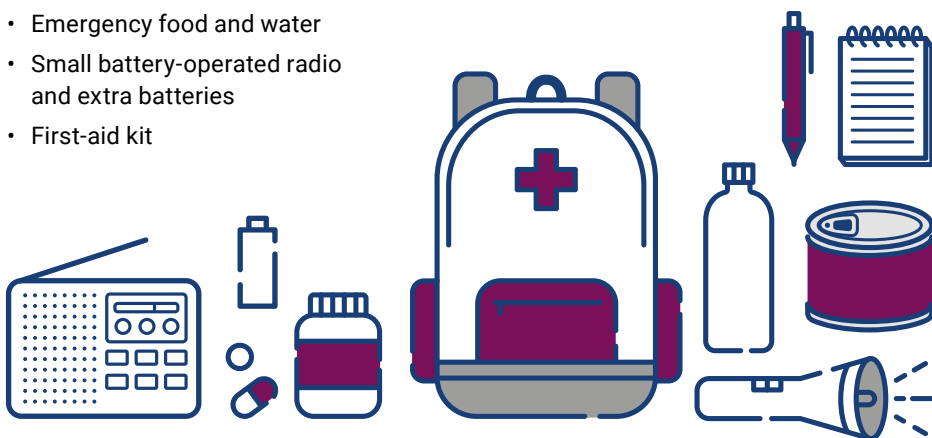
- Two-week supply of essential medications
- Cell phone
- Flashlights and extra batteries
- Emergency food and water
- Small battery-operated radio and extra batteries
- First-aid kit

Know your evacuation plans:

- Know where the nearest shelter is located that can meet your specific needs
- Plan for alternate locations
- Plan for transportation to a shelter or other location
- Have an emergency bag prepared
- Arrange for assistance if you are unable to evacuate by yourself

For more information please visit:

[ready.gov](https://www.ready.gov)



Protecting Your Privacy

BILH Specialty Pharmacy will protect the privacy of your health information as required by federal and state laws, regulations,



and other authorities and keep you informed of your rights. Our pharmacy personnel are committed to protecting the confidentiality of your protected health information (PHI) and will only disclose your PHI to a person other than you or your personal representative when permitted under federal or state law.

Our privacy policy describes our information collection practices and informs you about how we use that information. It also includes a description of the choices you can make about the way your information is collected and used. For a complete copy of our Notice of Privacy Practices, call 781-352-6600 or toll free at 833-884-3600.

Beth Israel Lahey Health's Notice of Privacy Practices can be found here: bilh.org/privacy-practices-notice.

Mental Health

If you experience suicidal thoughts, please contact the National Suicide Prevention Lifeline at 800-273-8255. They offer free and confidential emotional support 24 hours a day, 7 days a week.

If you or a loved one require support for drug abuse or addiction, please contact the National Substance Abuse and Mental Health Services Administration at 800-662-4357 and they will refer you to local treatment facility, support group, or community-based organization.

How to Throw Away Home-generated Biomedical Waste

Home-generated biomedical waste is any type of syringe, lancet or needle (“sharps”) used in the home to either inject medication or draw blood. Special care must be taken with the disposal of these items to protect you and others from injury and to keep the environment clean and safe. If your therapy involves the use of sharps, an appropriately sized sharps container will be provided. Please follow these simple rules outlined below to ensure your safety during your therapy.

Sharps

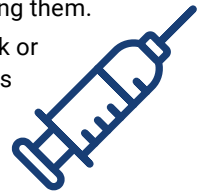
After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can or liquid detergent container) could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than 3/4 full to reduce the risk of sharps accidentally puncturing yours or someone else’s skin. If your therapy does not involve the use of needles or sharp items, you do not need a sharps container. You should place all used supplies (such as syringes or tubing) in a bag you can’t see through. Put this bag inside a second bag, and put this in your garbage with your other trash.

Disposal

Check with your local waste collection service to learn about how to dispose of sharps containers in your area. If you require assistance, please contact us and we can help you determine the best way to dispose of these items. Please note that our pharmacy cannot take back sharps products.

Needle-stick Safety

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle stick or sharps-related injuries promptly to your physician.



Disposal of Unused Medicines: What You Should Know

When your medicines are no longer needed, they should be disposed of promptly. Remove expired, unwanted, or unused medicines from your home as quickly as possible to help reduce the chance that others accidentally take or intentionally misuse the unneeded medication. Proper disposal will also help reduce drugs from entering the environment.

For more information, please visit the United States Food and Drug Administration website at fda.gov.

Do you have a drug take-back option readily available?

Check the DEA website as well as your local drugstore and police station for possible options. The BILH Pharmacy in Boston does have a drug disposal kiosk on site.

Yes

Take your medicine to a drug take-back location.

Do this promptly for FDA flush list drugs!

No
Is it on the FDA flush list?

No

Follow the FDA instructions for disposing of medicine in the household trash.

Yes

Immediately flush your medicine in the toilet. Scratch out all personal info on the bottle and recycle/throw the bottle away.

Infection Control: Washing Your Hands Appropriately

Good hand hygiene is very important to prevent illnesses from spreading. Be sure to wash your hands often, especially each time you:

- Before administering any injectable medication
- Touch any blood or body fluids
- Touch bedpans, dressings, or other soiled items
- Use the bathroom or bedpan
- If you are coughing, sneezing, or blowing your nose, clean your hands often. Before you eat, always clean your hands.

Follow the five steps below to wash your hands the right way every time:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- Rinse your hands well under clean, running water.

- Dry your hands using a clean towel or air dry them.

Here's how you should clean your hands with hand sanitizers (waterless hand cleaners):

- For gel product, use one application.
- For foam product, use a golf-ball size amount.
- Apply product to the palm of your hand.
- Rub your hands together. Cover all surfaces of your hands and fingers until they are dry.



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