

Specialty care team welcome packet

This packet contains important information about our pharmacy.
Please keep this in a safe place for your records.



Welcome to the specialty care team!



Thank you for choosing us to take care of your specialty pharmacy needs. Our team is here to give you the best possible care so you receive your drug on time and in good condition.

What sets us apart from other specialty pharmacies?

We give you personalized care by:

- Having a direct phone line to our pharmacy so you can speak to a live person about your drug
- Serving as a link between your insurance, doctor's office and assistance programs to make sure you can get your drug
- Taking care of your needs at every step of the process so you don't have to worry

This packet has important information about our pharmacy and the services we provide. If you have any questions, please feel free to call our team, email us or visit one of our stores.

We look forward to working with you and serving as your specialty pharmacy!

Sincerely,

Baylor Scott & White Pharmacy Specialty Care Team

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How to contact us

To speak to a staff member, you may visit one of our stores, call or email us. You can ask for information about your specialty drug or copay, our patient management program, or check the status of your prescription. Please see our contact information below:

Hours:

Monday - Friday, 8:00 AM - 6:00 PM
Saturday, 9:00 AM - 5:00 PM

Locations:

Baylor Scott & White Specialty Pharmacy

3161 Eagles Nest Street, Suite 340
Round Rock, TX 78665

Baylor Scott & White Pharmacy #201

425 University Boulevard, Suite 165
Round Rock, TX 78665

(The pharmacy is located in the Baylor Scott & White Clinic on the first floor.)

Baylor Scott & White Pharmacy #227

937 Canyon Creek Drive
Temple, TX 76502

SpecialtyCareTeam@BSWHealth.org

512.509.5500 | **1.844.288.3179** Toll-free

Messages left after 4:00 PM CST will be returned the next business day.

For urgent calls after hours, you may call **254.215.9100**. (Note: This is not the phone number to refill your medications; this is for urgent questions related to your medication or medical condition.)

512.509.5501 Prescription fax

512.509.4107 Fax

For medical emergencies, call **911**.

To learn more about our pharmacy, please visit:

BSWHealth.com/SpecialtyCareTeam



Our staff

Our team is made up of pharmacists, nurses and technicians who are familiar with your specialty drugs and the process involved in getting the drug to you. All team members are here to answer your questions and help you through each step in the process.

Pharmacist specialists

Our pharmacists are trained to care for your specialty drug and condition. They will check the safety of your drug and make sure it is the best choice for you by:

- Checking the drugs you are taking for any interactions
- Counseling you about your drugs and condition
- Helping you and your doctor watch for any problems with your drug
- Answering any questions you may have

Patient financial coordinator (PFC)

You may work with a PFC, a technician trained to find programs to help with the cost of your drug. If your copay is too high, they will be able to walk you through the enrollment process and answer any questions you have about copay assistance programs.

Patient care advocates (PCAs)

You will also work with a PCA, a technician who is trained and familiar with the specialty drugs you are taking. Our PCAs have many roles and may help you with:

- Getting started with our pharmacy
- Looking at your insurance and copay for the specialty drug
- Scheduling your refills
- The pickup or delivery process

Nurse care managers

Our nurses will help you set and reach your health and treatment goals by:

- Encouraging you
- Answering your questions
- Connecting you with resources so you can be successful
- Tracking your progress toward your goals
- Sharing this progress with your doctor to help you get the most out of your specialty drug



Services offered

The Specialty Care Team is passionate about what we do. We will work hard to keep you informed and get your medication to you in a timely manner.

Insurance benefit investigations

We will look at your insurance to find out the requirements and costs of your specialty drug.

Prior authorization (PA) assistance

We help your doctor with the insurance plan's prior authorization process to see if they will pay for the drug. Once the PA process begins, we will check on the status until a decision is made by the insurance plan. If they turn down the payment, we may help with the appeals process if asked.

Patient assistance program support services

We work to find programs that may be able to help with the cost of your specialty drug. If your copay is too high, a patient financial coordinator (PFC) will work with you to find which programs you can apply for based on your drug, condition and insurance. If assistance programs are not available, and you cannot afford your drug, our pharmacists will work with your doctor to find another treatment plan.

Proactive refill reminders

To help you get the most from your treatment and make sure you get your drug on time, we will call you at least seven days before you need your next refill. We will ask you some questions to see if you are experiencing any issues and give you the chance to speak to a pharmacist or nurse if you have questions.

Flexible delivery options

We will do our best to have your drug sent to a location that is convenient for you. Our refrigerated drugs are shipped using overnight delivery and are packaged to make sure your drug is kept cold. Any non-refrigerated drugs are packaged to keep them safe and will also deliver overnight. If you prefer to pick it up, we can have your drug ready and waiting for you at one of our Round Rock stores.

Patient management program

We have a team of nurses and pharmacists who will work closely with you to make sure you get the most out of your treatment and are getting quality care. They will follow up with you regularly to check on how your treatment is working for you, if you have had any side effects, and check that any other drugs you take are safe to use with your treatment. You can also speak to our nurses or pharmacists any time you have questions or would like more support. If you do not wish to be a part of our patient management program, you may opt out at any time by letting our staff know. To help you get the most from our program, it's important that you work with us so we can be a team. The program may not work as well for you if you are not involved in the process. Not taking your drug, not following directions properly, not discussing updates on your health and/or limited contact with the pharmacy can take away from the benefits of the program. Our patient management services do not replace your doctor appointments.



Ordering your medication

New prescriptions

When we receive a new prescription for you, we will work closely with your doctor and insurance to see if there are any special requirements to fill your drug. Many specialty drugs require special approval from your insurance, which can sometimes take several days. Once we get approval to fill the prescription, a pharmacist will contact you to set up delivery of your drug. You can also speak to a pharmacist or nurse at any time about your new prescription.

Refilling your medication

A member of the Specialty Care Team will contact you to see if you are ready to refill your prescription. We will contact you at least seven days before you are scheduled to run out of your drug. At this time, we will confirm when you would like to get your drug, check if everything is going well with your treatment, and offer you the chance to ask questions or speak to a pharmacist or nurse.

Transferring your prescription

If we need to transfer your drug to another pharmacy, we will give that pharmacy your prescription, contact and insurance information. We will also give you the name of the pharmacy and its phone number in case you need to contact it. We will continue to check on the status of your transferred prescription until you get the drug from the new pharmacy.

Order status

To check the status of your order at any time, you may call, email or visit the pharmacy.

Frequently asked questions

Q. What is a specialty pharmacy?

A. A specialty pharmacy offers care for drugs that may need special handling, have complicated instructions for use, and/or require closer patient monitoring and more support than most drugs. Specialty pharmacies can help you complete the many steps needed to get these drugs.

Q. Can I refill my prescription early?

A. If you need your drug refilled before our scheduled refill reminder call, you may contact our pharmacy. We will work to help you get your drug when you need it.

Q. How much will my medication cost?

A. The cost of your drug may change based on your insurance, if you have other insurance or copay assistance, and the prescription. We will let you know what your expected cost is before we fill your drug. If you feel the copay is too high, one of our patient financial coordinators will look into programs that may be able to help lower the cost.

Q. How can I pay for my medication?

A. We must receive all payment before we can let any drugs leave our pharmacy. We accept the following forms of payment:

- Cash: in-store only
- Check: in-store and through the mail
- Credit or debit card: in-store and accepted over the phone

Q. How will I receive my medication if it is being shipped to me?

A. We offer delivery services at no additional charge to you using services like FedEx®. Your medication will be packaged at room temperature or refrigerated temperature, depending on what type of drug it is. We can help make sure the drug is scheduled to arrive on the day you would like it delivered. We will let you know if you will need to sign for the package when your drug is delivered.

Q: Where can my medication be shipped?

A: We can ship your drug to you anywhere within the state of Texas. This may include your or a family member's home or work address, a local holding location that is convenient for you, or your doctor's office. We are not able to ship your drug to a post office (PO) box. If you live in another state or need to have your drug shipped to an address outside the state of Texas, the Specialty Care Team will help you find short-term and long-term solutions for getting your drug.

Q. What if I miss the delivery of my medication?

A. Please call our pharmacy as soon as you find out you have missed the delivery of your drug. We will give you different options to help make sure you get your medication in good condition. If it is after pharmacy hours, we recommend calling FedEx directly at **1.800.463.3339**.

Q. How will I be notified if my shipment is delayed?

A. Even though we do our best to have your package delivered on time, there might be delays due to weather or other factors. If this happens, our staff will reach out to you by phone or email to inform you of the delay.

Frequently asked questions, continued

Q. What if my package is damaged?

- A. Please contact our pharmacy right away if you think your drug may be damaged. We will ask you some questions to check the condition of the drug and determine if it needs to be replaced. If we know the drug is damaged, we may ask you to send the damaged drug back to our pharmacy.

Q. What do I do if there is an emergency or disaster?

- A. If there is a disaster in your area, please call our pharmacy to let us know where you would like your medication to be delivered. We also will need to know when you expect to return to your original address.

Q: What if I am experiencing a reaction from my medication?

- A. If your tongue or mouth begins to swell or if you are having trouble breathing, call 911 right away. This could be a sign of a life-threatening reaction. If you think you are having a side effect from your drug, you may call the pharmacy to speak to a pharmacist or call your doctor's office. If the specialty pharmacy is closed and you have an urgent problem, you may call **254.215.9100** to speak to a pharmacist.

Q. Will my medication be substituted for a generic version?

- A. If a generic drug is available, we may use it in place of the brand unless told otherwise by you or your doctor. If there is no generic drug, we will fill the prescription with the brand.

Q. What happens if the Specialty Care Team can't fill my medication?

- A. We will do all we can to fill your drug, but there may be times when we have to transfer your prescription to another pharmacy. We will make sure it is transferred to the correct pharmacy and give them your contact information and insurance or copay card information. We will reach you by phone or email to inform you of this change and give you the new pharmacy's contact information.

Q. How do I store my medication?

- A. You must store your drug exactly as told by your Specialty Care Team. Store all drugs and medical supplies out of the reach of children and pets. If your drug needs to be refrigerated, put it in a designated area in your refrigerator (clean shelf or drawer) as soon as possible. NEVER put your drug in a freezer unless you are specifically told to do so.

Q. When should I contact the Specialty Care Team?

- A. You should call the pharmacy if:
- Any of your information has changed, such as your phone number, address, insurance or payment information.
 - You have started any new medications and need to check if they will be safe with what you are already taking.
 - You have questions or concerns about your drug or therapy plan.
 - You think there has been an error with your drug or the delivery process.
 - You would like to check the status of your order.
 - You need to refill your drug earlier than usual.



Medications and sharps disposal

Medication disposal

If you have any drugs at home you have not used or do not need, please get rid of them as soon as possible. This can help stop someone from taking it by accident or it being misused by others.

The best way to get rid of your drugs is through a take-back program. The U.S. Drug Enforcement Administration (DEA) has national prescription drug take-back events twice a year where sites are set up all over the U.S. to safely gather and get rid of prescription drugs. Your local law enforcement agencies, such as the police department or fire department, may also have drug take-back programs in your community. You can also contact your local waste management authorities to learn about drug disposal options and guidelines for your area.

If there are no drug take-back programs in your area, and there are no instructions about how to get rid of the drug on the label of your medication, you can follow these simple steps to get rid of most drugs in the trash:

1. Remove your drug from the original container.
2. Mix the drug with something like dirt, kitty litter or used coffee grounds that would keep someone else from wanting to use it. Do not crush tablets or capsules.
3. Place the mix in something that can be closed, such as a sealable plastic bag or disposable container with a lid.
4. Throw the container in your household trash.
5. Scratch out all personal information on the prescription label of your empty drug packaging so it cannot be read. Then throw away the drug container.

NOTE: These steps are not recommended for chemotherapy drugs used to treat cancer. If you have a leftover drug from your cancer treatment, ask your doctor if he or she can get rid of the drug for you.

For additional information from the Food and Drug Administration (FDA) or the Environmental Protection Agency (EPA), please visit the following websites:

[FDA.gov/Drugs/Buying-Using-Medicine-Safely/Ensuring-Safe-Use-Medicine](https://www.fda.gov/drugs/buying-using-medicine-safely/ensuring-safe-use-medicine)

[EPA.gov/HWGenerators/Collecting-and-Disposing-Unwanted-Medicines](https://www.epa.gov/hwgenerators/collecting-and-disposing-unwanted-medicines)

Used sharps disposal

Different states or communities may have different tips on how to safely get rid of used sharps. A sharp is a syringe, auto-injector device, needle or pen needle, infusion set, or even a lancet. You should get rid of any used sharps in a sharps container. If you do not have one, the FDA recommends taking the following steps:

- Use an empty container made of thick plastic that is not see-through, stands up and has a tight lid that cannot be punctured, such as a laundry soap or bleach bottle.
- When the container is two-thirds full, seal the lid with duct tape.
- Write “DO NOT RECYCLE” on the container and place it in your regular trash.

For additional information from the FDA or for information about safe sharps disposal in your area, please visit the following websites:

[FDA.gov/Drugs/Buying-Using-Medicine-Safely/Ensuring-Safe-Use-Medicine](https://www.fda.gov/drugs/buying-using-medicine-safely/ensuring-safe-use-medicine)

[SafeNeedleDisposal.org](https://www.safeneedledisposal.org)

General safety information

Preventing infections and staying healthy

Taking extra steps to stop infections is important for your health, especially if you are taking drugs that can lower how well your immune system works. To help lower your risk of getting sick:

Keep your hands clean

Although your hands may look clean, it is always important to wash them regularly throughout the day. When washing your hands:

- Use soap and warm water.
- Rub your hands together firmly for at least 20 seconds and scrub all surfaces.
- Rinse your hands under running water and dry your hands using a paper towel or air dryer.
- If soap and water are not available, clean your hands with an alcohol-based hand sanitizer. Rub the sanitizer all over your hands, including under your nails and between your fingers, until your hands are dry.

Avoid those who are sick

Try to stay away from big crowds and others who are sick. If you have been around someone who is sick, watch for any new signs of an infection like fever, chills or body aches. Let your doctor know right away if you start to feel sick or if your temperature is higher than 100.5 degrees Fahrenheit.

Stay up to date with recommended immunizations

Immunizations can help lower the risk of certain infections. Ask your doctor or pharmacist which immunizations you should get.

Medication safety

To be sure you are taking your medications safely, it's important to:

- Know the name of your drug.
- Ask questions about how to use the drug.
- Know what your drug is for.
- Read drug labels and follow directions.
- Keep all of your doctors up to date about your drugs and supplements (including vitamins and herbals).
- Always keep the list of your medications with you.
- Ask questions about what side effects you may have from your drug.

Adverse drug reactions

If you think you are having a reaction to your drug, please contact your doctor right away or, if severe, call **911**.

Poison prevention tips

- Lock up your drugs. Keep them in their original packaging where children can't see or get them.
- Know the phone number of the poison control center: **800.222.1222**. Put this number on or near every telephone in your home and save it in your cell phone. Call the poison control center if you think a person has been poisoned but is awake and alert. You can reach the center 24 hours a day, seven days a week. Call **911** if you have a poison emergency.

Handling drug recalls

Drug recalls are when a company will remove a drug from the market. Recalls may be started by the drug company, by FDA request or by FDA order. If you have a drug that has been recalled, call our pharmacy for more information on what steps to take.

Emergency preparedness

Emergencies happen when you don't expect them, so you must take steps ahead of time to keep you and your loved ones safe and healthy.

One important way you can be ready is by having a kit ready (such as a three-day supply of food and water and medication) in case you do not have food, water or electricity for several days after a disaster.

You can also talk to your loved ones about an emergency plan. Be sure to talk about the steps you all will take in many types of emergencies and how you will reach one another.

For more information about preparing for an emergency, visit:

[CDC.gov/CPR/PrepareYourHealth](https://www.cdc.gov/CPR/PrepareYourHealth)

Fall prevention

Many falls do not cause injuries. But 1 in 5 falls does cause a serious injury, such as a broken bone or a head injury. These injuries can make it hard for a person to get around, do everyday activities or live on their own. Fortunately, falls can be prevented. There are four simple things you can do to keep yourself from falling:

- Talk to your doctor about your risks, ask about vitamin D supplements and review your medications.
- Do strength and balance exercises.
- Have your eyes checked.
- Make your home safer.



Patient rights

As a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your plan of care. As a patient, you have the following rights:

- Be fully informed in advance about care/ service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Be informed, in advance both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties, and any charges for which you will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Have your property and person treated with respect, consideration, and recognition of your dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of your property
- Voice grievances/complaints regarding treatment or care or lack of respect of property, coercion, discrimination or reprisal
- Have grievances/complaints regarding treatment or care that is [or fails to be] furnished or lack of respect of property investigated
- Confidentiality and privacy of all information contained in your record and of protected health information [PHI]
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of your responsibilities
- Have personal health information shared with the patient management program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation, revoke consent or disenroll at any point in time from the program

BSW patient rights and responsibilities

BSWH is committed to respecting the rights of BSWH patients and their surrogate decision-makers, designated representatives, support persons, and families in accordance with ethical standards, federal and state law, and facility accreditation standards. Along with those rights, patients also have certain responsibilities. Patients are informed of their rights and responsibilities. Communication assistance is available to patients, through the services of a translator or interpreter, in order for patients to receive the information in a manner they understand. Scan the QR code to view the BSW patient rights and responsibilities online.





Patient responsibilities

As a patient receiving our pharmacy services, you have the following responsibilities:

- Give accurate clinical/medical and contact information and notify the patient management program of changes in this information
- Notify the treating prescriber of your participation in the services provided by the pharmacy, such as the patient management program
- Submit forms that are necessary to receive services
- Communicate regularly with pharmacy staff by responding to requests and contacting the pharmacy if your medication supply is running low
- Maintain any equipment provided
- Notify the organization of any concerns about the care or services provided

Notice of privacy practices

Please review the included handout titled “Notice of Privacy Practices” for information on how your medical and personal information is used. Keep this document for your records. If you have any questions or if you would like another copy of the Notice of Privacy Practices, please contact our pharmacy. Scan the QR code to view the Notice of Privacy Practices online.



Patient and consumer satisfaction

How to file a pharmacy services complaint

To file a complaint about the care you received from the Specialty Care Team, such as problems when speaking with pharmacy staff, problems with your package or drug, taking too long to get your drug, instructions for your drug, or issues with payment, you may contact the pharmacy. All complaints will be forwarded to the pharmacy manager, and you will get a response within five business days if we are unable to take care of the issue right away. To file a complaint, you may call the pharmacy, email us, or send us a letter through the mail or by fax. Please see our contact information below:

844.288.3179 | 512.509.4107 Fax

SpecialtyCareTeam@BSWHealth.org

Baylor Scott & White Specialty Pharmacy

3161 Eagles Nest Street, Suite 340
Round Rock, TX 78665

Baylor Scott & White Pharmacy #201

ATTN: Specialty Care Team
MS-M2-165
425 University Boulevard, Suite 165
Round Rock, TX 78665

Baylor Scott & White Pharmacy #227

937 Canyon Creek Drive
Temple, TX 76502

How to file a complaint with a specialty pharmacy accreditation organization

Complaints may also be reported to a specialty pharmacy accreditation organization. Their contact information is below:

Accreditation Commission for Health Care (ACHC)

Complaints may be submitted to ACHC via mail, phone, email, fax or online.

139 Weston Oaks Court | Cary, NC 27513

Toll-free: **855.937.2242**

919.785.1214 | 919.785.3011 Fax

ACHC.org/Contact

How to file a complaint with the Texas State Board of Pharmacy (TSBP)

If you have a complaint against a pharmacy, pharmacist or pharmacy technician, you may fill out a Texas State Board of Pharmacy (TSBP) Complaint Report Form and submit it to the TSBP. You may print out a form from the TSBP website, fill out an online complaint form, or call **800.821.3205 (option 1)** or in Austin **512.305.8070** to have one mailed to you.

Anyone may file a complaint, but complaints must be received in writing. To find out more information, you may visit the TSBP website:

Pharmacy.Texas.gov/Consumer/Complaint.asp

Texas State Board of Pharmacy

George H.W. Bush Building
1801 Congress Avenue, Suite 13.100
Austin, Texas 78701

512.305.8000

Website to access online complaint form:

Pharmacy.Texas.gov/Consumer/Complaint.asp

How to file a complaint for Medicare beneficiaries

If a Medicare beneficiary has a complaint regarding the quality of care received, a complaint may be filed with the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for Texas Medicare beneficiaries.

KEPRO

5201 W. Kennedy Boulevard, Suite 900
Tampa, FL 33609

ATTN: Beneficiary Complaints

888.315.0636 | 844.878.7921 Fax

711 TTY

Beneficiary.Complaints@KEPRO.com

KEPROQIO.com

How to file a complaint about your privacy

If you believe your privacy rights have been violated, you may file a complaint with the Baylor Scott & White Health Privacy Office.

Office of HIPAA Compliance

2401 S. 31st Street

MS-AR-300

Temple, TX 76508

[BSWHealth.com/PrivacyMatters](https://www.bswhealth.com/PrivacyMatters)

Contact Patient Relations

Our patients are our top priority. We welcome your feedback at all times, both the positive and the negative. We will make every effort to address and resolve your concerns in a timely manner during your time at Baylor Scott & White Health.

If your concerns have not been resolved by staff or leadership for the area involved, please contact Patient Relations. Patient Relations serves as an advocate for our patients and a liaison for staff to address your concerns and facilitate a resolution.

Online form:

[BSWHealth.com/About/Patient-Relations](https://www.bswhealth.com/About/Patient-Relations)

1.866.218.6919



BSWHealth.com/SpecialtyCareTeam
512.509.5500 | **844.288.3179** Toll-free
512.509.5501 Prescription fax
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425 University Boulevard, Suite 165 | Round Rock, TX 78665
937 Canyon Creek Drive | Temple, TX 76502



ACCREDITED

Specialty Pharmacy
Expires 07/01/2024



Baylor Scott & White Pharmacy #201 and Baylor Scott & White Specialty Pharmacy are accredited by URAC and ACHC for Specialty Pharmacies. Baylor Scott & White Pharmacy #227 is accredited by ACHC for Specialty Pharmacy.