



MONUMENT HEALTH

HOME+

Specialty Pharmacy
New Patient
Information



ACCREDITED
Specialty Pharmacy

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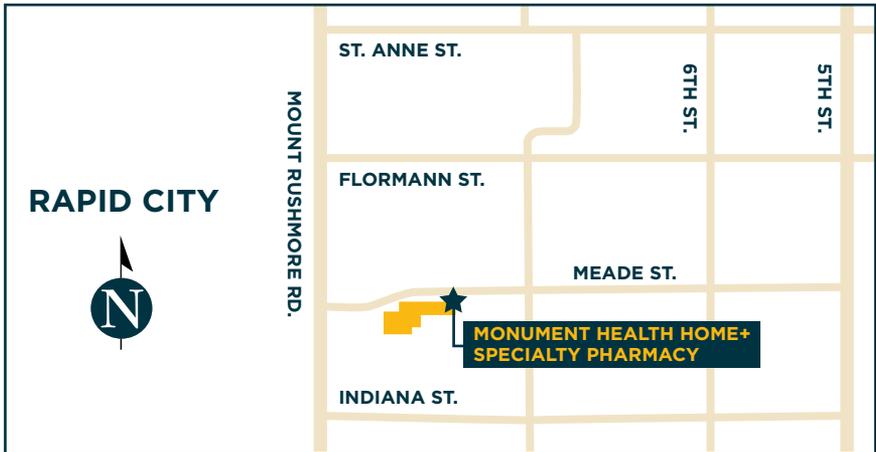
Thank you for selecting Monument Health Home+ Specialty Pharmacy

We are looking forward to providing you with the specialty medicine(s) ordered by your doctor. Specialty medicines usually need special handling and monitoring beyond what a traditional retail pharmacy can provide. Our highly-trained pharmacy caregivers will work closely with you, your doctor and your insurance company to make sure your needs are met. It is important to us that you get personalized care, clinical expertise, quality products and the best customer service.

Please take a few moments to review the important information in this booklet that explains our services and may answer some of your questions. If you have any questions or need more information, please call us toll free at 855-215-5296. We value your trust and look forward to serving you.

CONTENTS

About Home+ Specialty Pharmacy	3	Fall Prevention	8
Frequently Asked Questions	4	More Information	9
Medicines & Sharps Disposal	6	Patient Rights	10
Infection Prevention	7	Patient Responsibilities	11



HOW TO CONTACT US:

725 Meade Street, Rapid City, SD 57701
605-755-3065

Toll Free: 855-215-5296

Fax: 605-755-3066

Email: RCRHspecialtypharmacy@monument.health

HOURS OF OPERATION:

Monday through Friday
8:30 a.m. to 5 p.m.

We are closed on holidays
and weekends.

About Monument Health Home+ Specialty Pharmacy

Clinical expertise

Our pharmacists and staff will work closely with other members of your care team to make sure you get the most out of your prescribed therapy. We will watch for drug interactions, help manage side effects, provide counseling and answer any questions you may have.

Insurance

Our pharmacy will bill your insurance company for you and will inform you if our pharmacy is out of network and/or the network status of our pharmacy. If your claim is denied then we will inform you verbally. Also, our pharmacy team will work with your physician and your insurance company to help get your specialty prescription covered. This process is called prior authorization. Prior authorizations can take a few business days to complete. Before your care begins, a staff member will inform you verbally of your out-of-pocket costs such as deductibles, copays and coinsurance. The cash price of the medication will also be provided upon request.

Financial assistance

We will work with foundations and available drug manufacturer programs to help lessen the financial burden for patients.

Education

We will make sure that you have the information and tools necessary to get the most from your prescribed therapy. Specialty Pharmacy's website (www.monument.health/specialtypharmacy) offers links for up-to-date information on your condition, your medication and available disease support groups. If you do not have internet access, please ask one of our pharmacy caregivers for assistance.

Hours of operation

Business hours are Monday - Friday, 8:30 a.m - 5 p.m., except for holidays. Our toll free phone number is 855-215-5296. An on-call pharmacist is available 24 hours a day, 7 days a week for any urgent needs.

Orders and refills

It is important to us that you get your medicines in a timely manner. Someone from the pharmacy will call you when you are down to about a 7-day supply of medicine to schedule delivery, check supply needs and answer any questions you may have. Referrals or hard copy prescriptions are accepted. In the event that your order or delivery is delayed for any reason, staff from Monument Health Home+ Specialty Pharmacy will contact you to inform you of the delay. You may also contact us by phone or email to check the status of your order, or to request the transfer of a prescription to or from Monument Health Home+ Specialty Pharmacy.

Delivery of your medication

We can deliver your medicine via local courier or by UPS or FedEx. There is no charge for this service, and we can deliver both refrigerated and non-refrigerated medicines. We are currently licensed and able to ship medications to the following states: SD, ND, WY, CO, MT, NE, AZ.

FREQUENTLY ASKED QUESTIONS

Q: What are the benefits of using Specialty Pharmacy?

A: Monument Health Home+ Specialty Pharmacy is local and gives expert care that is unmatched in our region. You'll get the benefits of our clinical expertise, refill reminder calls and the medicine supplies that you need (e.g., sharps containers) at no extra cost to you. Staff will work with you, your doctor and your insurance to get your costs as low as possible. We offer free pick-up/delivery of your medicines.

Q: Will there be a copayment for my medicine?

A: The pharmacy will submit all claim details to your prescription insurance plan. The copay amount, if applicable, is calculated by your insurance plan.

Q: Can I get financial assistance to pay for my specialty medicine?

A: Financial assistance programs may be available through the drug manufacturer or foundations related to your condition. Our staff will work to help find patient assistance programs that may be available to you.

Q: Does Monument Health Home+ Specialty Pharmacy fill just specialty medications, or can I have other medications filled here as well?

A: Monument Health Home+ Specialty Pharmacy fills mainly specialty medications, but we are able to fill other medications that may be a part of your therapy. If you would like more information about which medications can be filled here, please call us at 855-215-5296 and ask to speak to a pharmacist.

Q: How do I know that I am getting the best form of treatment at the best cost?

A: Monument Health Home+ Specialty Pharmacy clinicians work to provide you with the most cost-effective and therapeutically appropriate treatment available. This means that with all new prescriptions and refills, our pharmacists will explore available options such as generic medications and therapeutic substitutions. We will work with you and your provider to offer you the best option at the best cost.

Q: How long does it take to get my medicine?

A: Once your prescription for a specialty medicine has been approved by your insurance, it will typically be ready for pick-up or delivery within 24 to 48 hours. Because you must sign when we deliver the medicine, we will call you before the medicine is shipped to schedule a time that works for you.

Q: How should I store my medicine?

A: As soon as you get your medicine, please check the condition and quantity. If you have any questions, please call the pharmacy. Items marked “refrigerate” must be kept cold in a clean refrigerator. Other items should be stored away from direct sunlight or moisture. Keep all medicines out of reach of children.

Q: Can I return any unused medicine?

A: It’s important that you follow your doctor’s directions for taking your medicine. If you have any side effects that keep you from taking your medicine, please inform our staff or your doctor. If your prescription is for an injectable medicine, you will be given a sharps container at no extra cost to collect your used needles. Due to state and federal laws, our pharmacy cannot accept returns of unused medicine. Laws about safe disposal of medicines and used needles vary by state, and sometimes by county. On the next page you’ll find resources to help you understand the laws for your area and instructions on how you can properly dispose of your medicine or used needles.

Q: What do I do if I have a reaction to my medicine?

A: If you feel that the reaction is emergent or life-threatening, dial 911 and seek medical attention immediately. Otherwise, contact your prescribing physician or Monument Health Home+ Specialty Pharmacy as soon as possible for further instruction.



MEDICINE AND SHARPS DISPOSAL RESOURCES

For medicine disposal

Visit awarerx.org and click on Drug Disposal Sites to find a drop-off location near you. You can also call your local municipal waste department or trash company for assistance.

For used needles

Place all needles, syringes and other sharp objects into a sharp's container. One will be provided by the pharmacy, free of charge, if you are prescribed an injectable medication. Safe disposal of these sharps containers require special consideration. Visit safeneedledisposal.org and click on your state for disposal locations. You can also call your county's health department for disposal tips.



INFECTION PREVENTION

Wash your hands often:

According to the Centers for Disease Control, the most important step to prevent the spread of germs and infections is handwashing. You can help yourself and your loved ones stay healthy by washing your hands often, especially:

- after using the bathroom.
- before and during food preparation.
- before meals.
- after blowing your nose, coughing or sneezing.
- before and after caring for someone at home who is sick.
- after touching items that may be dirty or used often, such as garbage, shopping carts or door handles.

When washing your hands, lather them well and scrub for at least 20 seconds, about the time it takes to hum the “Happy Birthday” song twice. Keep alcohol-based hand sanitizer on hand for times when washing your hands is not an option.

Cover your mouth:

If you need to cough or sneeze, use a tissue or the bend of your elbow. Wash your hands as soon as possible.

Keep your skin healthy:

Prevent infection from bacteria by using lotion on your skin to avoid cracking. Cover cuts and scratches with a clean bandage.

Avoid those who are sick:

If your medicine raises your chance of infections, avoid big crowds and others who are sick. Ask your doctor or a pharmacist about whether your medicine increases your risk of infection. Contact your doctor right away if your temperature is greater than 100.5°F (38°C).



FALL PREVENTION



Some medicines can increase your chances of falling. With your health care provider's help, use these tips to reduce your risk of falling:

Medicines: Some prescribed and over-the-counter medicines can cause side effects such as dizziness and drowsiness, which can cause falling. Also, as you age, your body may respond to medicines in a different way than before. Bring your medicines to each appointment to discuss any possible side effects that could cause falls.

Check ears and eyes: Visit a doctor yearly to check your eyes, and every other year to check your hearing. Inner ear problems may increase your chance of falling.

Eat well: Eating regular, healthy meals and drinking plenty of water can prevent dizziness and falls. Taking supplements can strengthen bones, but ask your health care provider first.

Stay active: Exercise can improve balance, flexibility, strength and endurance, which all help in prevent falls. Talk to your doctor to set up an exercise program that's right for you.

MORE INFORMATION

- **Emergencies:** call your local emergency medical services (EMS) or 911.
- **In the case of snow, ice or flood,** we have an emergency preparedness plan to ensure you are still cared for and medicine is delivered on time.
- **Confidentiality of your health care information:** Our staff will keep your records and information confidential according to all state and federal rules and regulations. Your information will only be given to those that have a legal right to your information or others that you designate in writing.
- **Treatment success is important to us.** If you are not able to follow directions and/or comply with your therapy, this could limit your success in our Therapy Management Program. Please contact us if you have any concerns.
- **Your satisfaction is important to us.** Please ask questions if something is unclear about our service or your treatment. You may receive an email asking you to complete a survey. Please complete this survey along with any comments or suggestions. If a concern is not resolved to your satisfaction, please contact the pharmacy and ask for the Pharmacy Supervisor.
- **If you wish to seek further review of concern, you may contact:**
 - **Monument Health**
Customer Service/Patient Relations
605-755-4704
 - **URAC**
<https://www.urac.org/contact/file-a-grievance/>
 - **Joint Commission Office of Quality Monitoring**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
<https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>

PATIENT RIGHTS

As a patient of Monument Health Home+ Specialty Pharmacy, you have the right:

- a. To have personal health information shared with the therapy management program only in accordance with the state and federal law.
- b. To identify the pharmacy's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- c. To speak with a health professional.
- d. To receive information about the therapy management program.
- e. To decline participation, or disenroll, at any point in time.

PATIENT RESPONSIBILITIES

As a patient of Monument Health Home+ Specialty Pharmacy, you have the responsibility:

- a. To give accurate clinical/medical and contact information and to notify the therapy management program of changes in this information.
- b. To notify the treating prescriber of your participation in the services provided by the pharmacy, such as the therapy management program.



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