

Welcome

Your Guide to Trinity Health Specialty Pharmacy Services



Welcome

Dear Patient,

Thank you for choosing Trinity Health Pharmacy Services for your specialty pharmacy needs. Our team of pharmacists, technicians, and clinical specialists are excited to partner with you and your doctor.

Our services are designed to help you achieve the most benefit from your medication therapy including:

- Training, education, and counseling related to your medication and disease state.
- Comprehensive review of your medications.
- Personalized plan of care.
- Co-payment, patient assistance, and other financial assistance programs.
- Free medication delivery.
- Refill reminders.
- 24/7 access to our clinical care team.

Hours of Operation

Monday-Friday, 9.am. to 5 p.m., Eastern. Holiday hours may vary.

Contact Us

Toll Free: 833-675-0790

In this packet, you will learn more about the services we offer and how we can help with your specialty medication needs. Our focus is on improving your health while lowering your costs. We are here for you with 24/7 access to our clinical support team.

We value your feedback and ask that you share any thoughts about your service with your Trinity Health pharmacist or care coordinator. We also invite you to complete and return the survey at the end of this guide.

We look forward to meeting your specialty pharmacy needs now and in the future!

Warm regards,

Zach Roberts, PharmD, MBA

Director of Specialty Pharmacy Services

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Contact Information

Pharmacy Team

Monday – Friday: 9 a.m. to 5 p.m. (Eastern)*

Toll free: 833-675-0790

Fax: 312-598-9839

*Trinity Health Pharmacy Services will be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

It is very important that you contact us immediately if any of the following occurs:

- You have questions or concerns about your medication.
- You suspect a reaction or allergy to your medication.
- A change has occurred in your medication use.
- You have been admitted to the hospital.
- Your contact information or delivery address has changed.
- Your insurance information or payment source has changed.
- You need to check the status of your order, discuss an order delay, or reschedule your delivery.
- You need to receive claims related information.

Pharmacy Location

Trinity Health Pharmacy Services, LLC

12279 Bluffton Road

Fort Wayne, Indiana 46809

Email: PharmacyServices@trinity-health.org

Visit Us Online: www.trinity-health.org/specialtypharmacy

Comprehensive Patient Care

Trinity Health Pharmacy Services (THPS) provides specialty medications for complex, chronic, and rare diseases. Highly trained pharmacy technicians and pharmacists will work closely with your healthcare team to manage your care.

We are pleased to let you know that as a patient of our specialty pharmacy you receive the following benefits at no additional cost to you:

- Easy access to your medications including fast and free shipping.
- Automatic enrollment in a therapy-specific patient management program.
- Continuous clinical evaluation, ongoing health monitoring, assessment of educational needs, and management of your medication use. Our care team will review your medical history and current medical conditions to create a personalized care plan that is unique to your health needs.
- Advice to help you stay on track with your drug therapies including tips to manage side effects. Our goal is to help you follow your treatment plan in order to improve your overall health.

Your participation is completely voluntary in our patient program. If you wish to opt out of the program, please call us and talk to a member of our care team.

Clinical Support

Clinical pharmacists, clinical specialists, and pharmacy technicians work together with you to find the best approach to complete your care, ensuring compliance and improved outcomes with your treatment.

Prescription Delivery

Trinity Health Pharmacy Services offers fast and free delivery to your home or other preferred location.

Services

Reminders

Our staff members are on hand to help, and will contact you around 10 days prior to your next prescription refill date to make sure you have your medication before you run out. You also may call us for refills or questions at any time.

Integrated Care Plans and Follow-Up Care

Our staff will contact you to make sure you are taking your medications as prescribed and to discuss any side effects or other difficulties. We will also provide you with helpful information throughout your treatment including best practices for taking your medications.

Insurance Navigation and Financial Assistance

Our team is here to work with your doctor to complete any pre-approvals and navigate available assistance plans to find the best cost for you. If a drug is not on your insurer's preferred list, we will work with your doctor to find an equally effective alternate drug for you. If we are out-of-network or you would like to use a different pharmacy provider, we can also transfer your prescriptions to the pharmacy of your choice.

If we do not have your prescription in stock, we will find a pharmacy who will be able to fill the prescription for you.

If there are any financial barriers to your treatment, we can help you find a patient assistance program.



Frequently Asked Questions

What is a specialty pharmacy?

Specialty pharmacies dispense specialty medications that are used for complex, chronic, and rare diseases. These medications may need special handling or administration and are usually unavailable at a local pharmacy.

How do I contact Trinity Health Pharmacy Services?

Call us toll free at 833-675-0790. You may also have your doctor fax us at 312-598-9839. For more information send us an email: PharmacyServices@trinity-health.org. You also may visit us online at www.trinity-health.org/specialtypharmacy.

What are the benefits of using Trinity Health Pharmacy Services?

We will coordinate your specialty pharmacy care and work to find ways to get your medications at the lowest out-of-pocket cost. Our pharmacy team reviews your entire medication therapy, and provides clear directions and advice. Our patient care coordinators (PCCs) will work with you to make sure that your medicine is working. We work with your doctor as a part of your care team. We also work with your insurance company to reduce the time it takes for you to get your medication and start therapy.

We make it easy for you to get your medications by:

- Monitoring and handling insurance approvals.
- Working with you and your doctor to review interactions, allergies, and follow-up.
- Filling your prescription in a timely manner.
- Coordinating care with another pharmacy if we do not have your medication in stock.

How do I fill a prescription?

Your doctor will send us your prescription electronically or via phone, fax, or mail. You can also send us your prescription via mail. You will receive a call from our pharmacy within 48 hours of receipt of your prescription letting you know the status of your prescription. When we call you, we will ask you your date of birth and confirm your home and your shipping address.

How do I refill prescriptions?

Our care team will contact you around 10 days prior to needing a refill; or you, or your doctor's office may call and request a refill. If for some reason you did not receive a call or if you need to speak to a pharmacist, call toll free 833-675-0790.

What if I have questions about my medication(s)?

You or your doctor can talk to our pharmacy team or a pharmacist at any time.

Frequently Asked Questions

What if I experience side effects to medications?

Call us and our patient care coordinator will connect you to a pharmacist who will answer questions or talk through any concerns with you. If the side effect is serious or life-threatening, call 911 or have someone drive you to a local emergency department.

How necessary is it to take your prescription exactly as stated in the directions?

It's important to follow the doctor's orders when taking your medications. If the directions are confusing, call us. We would be happy to talk through the directions with you.

Your doctor is assuming you're taking the medications exactly as prescribed and a change to this may change the way the medications are working in your body. Not following the prescribed dosage could result in a reaction to the medication or an admission to the hospital.



Medication Return Policy

Indiana State Board of Pharmacy Regulations forbid the resale or reuse of a prescription item that was previously dispensed. As a result, no credit can be issued for any unused or excess products. Trinity Health Pharmacy Services will arrange a replacement and delivery of medication or of supplies that are defective.

Proper Disposal of Medications

You should take your medication as prescribed by your doctor. If you need to dispose of unused or expired medication, please check with your local waste collection service. You can also visit the following websites to learn more about properly disposing of your medications.

www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know
www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines

Proper Disposal of Sharps

If you are prescribed a medication requiring injection at home, you will be sent a sharps container at no cost to you. The sharps container will be used for the proper disposal of medical waste (sharps). This container is a special United States Postal Service (USPS) approved container meaning the sharps container can be returned through the mail when you are done using it.

All “mailback” sharps container packages include the following:

- A primary collection container;
- A pre-paid return shipping box;
- Packing materials for safe transport;
- A waste manifest tracking form (a piece of paper you fill out and send with the sharps container); and,
- Instructions for use, proper treatment, and online documentation of treated waste.

Here are a few helpful tips:

1. Save the box that contains the sharps container. This box will be the shipping box you use to ship the sharps container back when it’s full.
2. Place used sharps into the container as directed.

Patient Information

3. When the container is full, please do the following:

- Close and secure the lid on the container;
- Place the container inside the plastic bag that is located inside the shipping container;
- Pull the plastic bag around the container and secure it with the twist tie;
- Close the tabs and tape it shut;
- Complete the waste manifest document that is located on the side of the container. Remove the yellow copy and keep it for your records;
- Fold and place the waste manifest document back in the bag, with the barcode facing out;
- Seal the bag;
- Write your return address on the shipping label; and,
- Place the box containing the sharps container in the US mail.

Medication Substitution

Our pharmacy works hard to find the most cost-efficient option for you. From time to time it may be necessary to substitute a brand name drug with a generic drug option. This could occur due to insurance carrier preference or to lower your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to let you know about the substitution. When available, our pharmacy will default to a generic version of your medication in order to save you money. We will use brand name medication at you or your doctor's request.

Recalls

Sometimes drugs are recalled by the U.S. Food and Drug Administration (FDA), drug manufacturers, drug distributors, and/or state agencies. In the event of a recall, we will alert you as soon as we are notified of the recall.

Patient Information

Medication Order Status

Our care team will let you know the status of your prescription and if there are any delays. You may also call us or your care team to inquire about the status of your prescription at 833-675-0790.

Adverse Drug Reactions

If you have a serious allergic reaction to a medication, call 911 immediately or go to your nearest Emergency Department. Contact your pharmacist or doctor to report the incident. Serious symptoms or allergic reactions may include:

- Shortness of breath
- Difficulty breathing
- Dizziness
- Chest pain
- Nausea
- Vomiting
- Fatigue
- Dry mouth
- Headache
- Itching
- Muscle aches
- Pains

Advocacy & Support

Please visit the National Association of Consumer Advocates for more information:
consumeradvocates.org.

Transferring Your Prescription

If you prefer to transfer prescriptions from Trinity Health Pharmacy Services, we can transfer your prescriptions to the pharmacy you choose.

If we are unable to provide your medications, your prescription will be transferred to a specialty pharmacy that is able to supply your medications. We will let you know if we transfer your prescription to another pharmacy.

After Hours Services

In the event of a serious medical emergency, call 911. For non-urgent concerns feel free to leave a message or talk to one of our on-call pharmacists at 833-675-0790 toll-free.

Patient Information

Financial Information Including Out-of-Pocket Costs and Financial Assistance

- Before your care begins, a team member will inform you of your out-of-pocket costs such as deductibles, co-payments, and co-insurance.
- We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue.
- We will notify you if we are an out-of-network pharmacy and will provide you with the cash price of the medication upon request.
- If for any reason you owe a balance, this will need to be paid before filling your next prescription unless you qualify for financial assistance.
- Our team has access to financial assistance programs to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs, when available. This supports Trinity Health's mission to make healthcare affordable.



Emergency Preparedness for Patients



Accessing your Medication(s) During an Emergency or a Disaster

Trinity Health Pharmacy Services has a comprehensive plan in the event of an emergency. Disasters may be chemical spills, fire, earthquakes, or community evacuations. Our goal is to maintain your medical care with as few interruptions as possible.

In the event of an emergency or disaster in your area, please contact our pharmacy at 833-675-0790 to tell us how we can get your medication to you. Trinity Health Pharmacy Services will make every effort to get your medication to you so you don't run out.

1. The pharmacy will call you 3-5 days (if possible) before an anticipated local weather emergency utilizing the weather updates as point of reference.
 - a. If you are not in the pharmacy local area but reside in a location that will experience a weather disaster you are responsible for calling the pharmacy 3-5 days (if possible) before the occurrence to discuss your medication needs.
2. The pharmacy will send your medication via courier or UPS next day delivery during any suspected weather emergencies.
3. If the pharmacy cannot get your medication to you before a weather emergency occurs the pharmacy will transfer your medication to a local specialty pharmacy to make sure you get your medication.
4. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication.

Call 911 or go to the nearest emergency room if you are unable to reach the pharmacy and run out of your medication.

General Home Safety for Patients

Throughout the year many people suffer injuries at home. Here are some suggestions to keep your home safe.

Falling

- Avoid falls by cleaning up spills immediately.
- Avoid using throw rugs.
- Use non-slip bath mats in the bathtub.
- Keep all cords away from walkways.
- Keep walkways well-lit with nightlights or lamps.
- Install handrails on steps and stairs.
- Have a flashlight handy in the event that the electricity is not working.

Poison

- Keep hazardous materials and medications away from children.
- Call the poison control number if suspected poisoning occurs at 800-222-1222.

Infection Control

According to the Centers for Disease Control (CDC), the most important step to prevent the spread of germs and infections is hand washing. You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food.
- Before eating food.
- Before and after caring for someone at home who is sick with vomiting or diarrhea.
- Before and after treating a cut or wound.
- After using the toilet.
- After changing diapers or cleaning up a child who has used the toilet.
- After blowing your nose, coughing, or sneezing.
- After touching an animal, animal feed, or animal waste.
- After handling pet food or pet treats.
- After touching garbage.

Follow these five steps every time you wash your hands:

1. Wet your hands with clean, running water, turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

General Home Safety for Patients

How to use hand sanitizer:

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Natural Disasters

- In areas that are vulnerable to natural disasters, store extra food and bottled water. Also, have a battery-operated radio, flashlights and batteries.
- If you require a nebulizer or other electric device for your care, contact your local electric company to report your special electricity needs.
- Stay away from windows or broken glass and wear shoes at all times.
- When necessary, leave the disaster area.
- If you need to leave the area, contact Trinity Health Pharmacy Services and update your delivery location to avoid a delay in receiving your medications.

Fire

- Rescue others from immediate danger if it's safe and you are not at risk of injuring yourself.
- If you're safe, leave the area and contact the fire department.
- Have a fire plan for all family members.
- Place covers on electrical outlets.
- Keep children away from the stove and don't leave the stove unattended while cooking.
- Have smoke detectors in your home and replace the batteries once a year.
Only attempt to put out a fire if it's safe to do so.

Patient Rights and Responsibilities

As Our Patient You Have the RIGHT to

- 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 the patient 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 one's property and person treated with respect, consideration, and recognition of patient 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 patient property.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, 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 the patient 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.
- 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 be able to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or dis-enroll, at any point in time.

Patient Rights and Responsibilities

Assistance During Discharge from the Specialty Pharmacy

You have a right to be informed of your future health care needs following your discharge from the pharmacy. You have the right to receive assistance from Trinity Health Pharmacy Services, if necessary, to ensure that you receive appropriate care after you leave the pharmacy.

Confidentiality and Access of Records

You have the right to expect confidential treatment of all communications and records related to your care. You may approve or refuse the release of these records to anyone outside of Trinity Health Pharmacy Services except in the case of your transfer to another pharmacy, or as required by law or third-party payment contracts.

You have the right to access your medical record information within the limitations of the law.

Assistance in Addressing Your Bill

Our financial counselors are available to help with insurance coverage questions and payment arrangements. You may be eligible for financial assistance through government or private sources.

Patient Responsibilities

- Give accurate clinical and contact information and notify the Patient Management program of changes in this information.
- Notify your doctor of your participation in the Patient Management Program.
- Tell us if you do not understand what you are being asked to do or not to do.
- Ask questions if we have not fully explained any aspect of your care.



Patient Rights and Responsibilities

- As our patient, you have the RESPONSIBILITY to:
 - Give accurate clinical/medical and contact information and to notify the patient management program of changes in this information.
 - Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the patient management program.
 - Submit forms that are necessary to receive services.
 - Maintain any equipment provided.
 - Notify the organization of any concerns about the care or services provided.

Medication Issues and Concerns

- Trinity Health Pharmacy Services is committed to embracing a culture that celebrates clinical quality, patient safety and service satisfaction and we take all concerns and inquiries seriously.
- Please contact the pharmacy as soon as possible to report medication issues such as adverse effects to your medication or suspected errors.
- We want you to be completely satisfied with the care we provide. You have the right to voice your concern or complaint and expect to have them resolved in a timely manner.
- If you or your caregiver have concerns, please contact us by phone, e-mail, or in writing to discuss your concerns.
- We will review your concern or complaint and when possible, resolve any issues. When the pharmacy cannot resolve the issue immediately, the patient will be notified of the follow-up in writing.

How to File a Concern

Utilization Review Accreditation Commission (URAC)

Website: urac.org/file-a-complaint

Email: grievances@urac.org

Phone: 202-216-9010

Accreditation Commission for Health Care, Inc. (ACHC)

Website: <http://achc.org/contact/complaint-policy-process>

Phone: 855-937-2242 or 919-785-1214 (request the Complaints Dept.)

In addition, patients and caregivers may contact agencies below for help in resolving concerns about their healthcare.

Indiana Pharmacy Board

Website: in.gov/pla/pharmacy.htm

Phone: 317-234-2067

Medicare beneficiaries may also contact Medicare at:

Website: medicare.gov

Phone: 800-633-4227



Medicare Prescription Drug Coverage and Your Rights

Medicare Prescription Drug Coverage and Your Rights

You have the right to get a written explanation from your Medicare drug plan if:

- Your doctor or pharmacist tells you that your Medicare drug plan will not cover a prescription drug in the amount or form prescribed by your doctor.
- You are asked to pay a different cost-sharing amount than you think you are required to pay for a prescription drug.

The Medicare drug plan's written explanation will give you the specific reasons why the prescription drug is not covered and will explain how to request an appeal if you disagree with the drug plan's decision.

You also have the right to ask your Medicare drug plan for an exception if:

- You believe you need a drug that is not on your drug plan's list of covered drugs. The list of covered drugs is called a "formulary." Or,
- You believe you should get a drug you need at a lower cost-sharing amount.

What you need to do:

- Contact your Medicare drug plan to ask for a written explanation about why a prescription is not covered or to ask for an exception if you believe you need a drug that is not on your drug plan's formulary or believe you should get a drug you need at a lower cost-sharing amount.
- Refer to the benefits booklet you received from your Medicare drug plan or call 1-800-MEDICARE to find out how to contact your drug plan.
- When you contact your Medicare drug plan, be ready to tell them:
 1. The prescription drug(s) that you believe you need.
 2. The name of the pharmacy or physician who told you that the prescription drug(s) is not covered.
 3. The date you were told that the prescription drug(s) is not covered.

No. CMS-10147

Trinity Health and its health care facilities comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

Medicare Supplier Standards

Medicare Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Supplier Standards

In order to enroll or maintain Medicare billing privileges, durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) suppliers must comply with the Medicare program's supplier standards, found under 42 CFR §424.57 (c), and quality standards to become accredited.

Below is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain billing privileges.

1. A supplier must be in compliance with all applicable federal and state licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs or from any other federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment and of the purchase option for capped rental equipment.*
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable state law and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR 424.57 (c) (11).
11. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items and maintain proof of delivery and beneficiary instruction.

Medicare Supplier Standards

12. A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
13. A supplier must maintain and replace at no charge or repair directly or through a service contract with another company Medicare-covered items it has rented to beneficiaries.
14. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
15. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
16. A supplier must disclose any person having ownership, financial or control interest in the supplier.
17. A supplier must not convey or reassign a supplier number (i.e., the supplier may not sell or allow another entity to use its Medicare billing number).
18. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
19. A supplier must not convey or reassign a supplier number (i.e., the supplier may not sell or allow another entity to use its Medicare billing number).
20. Complaint records must include the name, address, telephone number and health insurance claim number of the beneficiary; a summary of the complaint; and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
27. A supplier must obtain oxygen from a state-licensed oxygen provider.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f)
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848 (j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

The full version of the Supplier Standards may be found at www.govinfo.gov. Enter, 42 CFR §424.57 (c) into the search bar. Source of abbreviated Medicare DMEPOS supplier standards: Palmettogba.com/nsc accessed on April 15, 2020.

Additional Information and Resources

Additional Information Regarding your Medication, Condition/Diagnosis, and Community and Financial Resources can be Found on the Following Websites:

Allergy and Immunology

<https://www.aaaifoundation.org>

Crohn's Disease

<http://www.cdfa.org/science-and-professionals/programs-materials/patient-brochures>

<http://www.crohnonline.com>

<http://www.crohnsforum.com>

Cystic Fibrosis

<https://www.cff.org/>

Growth Hormone Deficiency

<http://www.hgfound.org>

Hepatitis

<http://www.liverfoundation.org>

<http://www.hepatitis-central.com>

http://www.hepb.org/resources/printable_information.htm

HIV

<https://www.hiv.gov>

<https://www.cdc.gov/hiv/basics/livingwithhiv/resources>

IBD

<https://www.crohnscolitisfoundation.org>

Infertility

<https://resolve.org>

Lipid Disorders

<https://www.lipid.org/foundations>

Multiple Myeloma

<https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma>

Multiple Sclerosis

<http://www.mymsaa.org>

<http://www.msfocus.org>

<http://www.nationalmssociety.org>

Additional Information and Resources

Neuro Oncology

https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx

Oncology/Hematology

<https://www.cancer.org>

<https://www.livestrong.org/we-can-help>

Psoriasis

<http://www.psoriasis.org>

Pulmonary Hypertension

<https://phassociation.org/patients/aboutph>

Rheumatoid Arthritis

<https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis>

<http://www.rheumatoidarthritis.com>

<http://www.arthritis.org>

Solid Organ Transplant

<https://transplantliving.org>

Stem Cell Transplant

<https://www.asbmt.org/patient-education/external-resources>

Patient Satisfaction Survey

We want to hear about your experience with our specialty pharmacy so that we may better serve you. Please complete the following survey and return it back to us send it to us via e-mail at PharmacyServices@trinity-health.org. Or, you can use the enclosed pre-paid postage self-addressed envelope.

1. When I called the Specialty Pharmacy, I could reach someone who answered my questions or concerns.

Strongly agree Disagree Agree N/A

2. The pharmacy staff I interacted with were helpful, friendly, and compassionate.

Strongly agree Disagree Agree N/A

3. I valued the pharmacy team's efforts in making my medication(s) more affordable via co-pay assistance programs or other financial assistance programs.

Strongly agree Disagree Agree N/A

4. The pharmacist helped me to better understand my medication and/or medical condition and manage any side effects.

Strongly agree Disagree Agree N/A

5. The medication refill reminder calls from the pharmacy team were helpful.

Strongly agree Disagree Agree N/A

6. I am satisfied with the customer service provided when I picked up my medication from the specialty pharmacy or they were delivered in a timely manner.

Strongly agree Disagree Agree N/A

7. Overall, I am satisfied with the Specialty Pharmacy Patient Management Program.

Strongly agree Disagree Agree N/A

8. What could we have done to improve your experience?

9. Is there anything else that you would like to share with us?
