

# specialty pharmacy frequently asked questions

## **what is a specialty medication?**

A specialty medication is one that:

- Requires extra attention from your health care team
- May treat a rare, serious, or chronic condition
- May be expensive
- May be given (by mouth) or by injection (shot)

## **why do I need a specialty pharmacy?**

These complex and costly medications usually require special storage and handling. They also may not be readily available at your local pharmacy. Sometimes these medications have side effects that require monitoring by a trained pharmacist. Dayton Children's specialty pharmacy focuses on providing these medications while offering excellent customer service and clinical support to our families.

## **how can I contact the specialty pharmacy?**

You can:

- Call us at 937-641-3463 or toll-free at 833-980-1094
- Email us at [specialtypharmacy@childrensdayton.org](mailto:specialtypharmacy@childrensdayton.org)
- Stop by our outpatient pharmacy in Dayton Children's Hospital. Ask to speak to a specialty pharmacist
- Ask to speak to a specialty pharmacy employee during your next clinic visit

## **how do I refill my medications?**

You can request a refill at any time by calling 937-641-3463 or toll-free at 833-980-1094. Please call five-days before you need the refill. This is so we can address any potential issues that may have come up since the last time it was dispensed.

## **how much will my medications cost?**

Your copay amount will vary based on your insurance plan. We will tell you this amount after we have processed your prescription.

## **what if I can't afford my medications?**

Some patients qualify for financial assistance through drug companies or charities. We will:

- Look into all options available
- Tell you about available options and
- Enroll you in the program if you meet eligibility requirements.

*(continued on reverse)*



### **what if my insurance company doesn't cover my medication?**

Our staff works directly with your physician and insurance company to obtain coverage for your therapy. If it is denied, your provider will discuss other options with you.

### **can I still get access to my specialty medication if I don't have prescription insurance?**

Some drug companies offer assistance programs. If one is available, we will help you enroll in the program.

### **does Dayton Children's specialty pharmacy have access to all specialty medications that are FDA approved?**

We can provide patients with most specialty medications. If we do not have access to the drug because of limited distribution networks, we will transfer your prescription to a pharmacy that does have access. We'll also have the new pharmacy contact you.

### **will my insurance company let Dayton Children's specialty pharmacy dispense the drug?**

Dayton Children's specialty pharmacy is contracted with most insurance companies. Sometimes your insurance will require the use of another pharmacy. If this is the case, we will transfer your prescription. We'll also have the new pharmacy contact you.

### **will you ever substitute my medication with another?**

Sometimes we may need to use generic drugs instead of brand-name drugs. This could occur because your insurance company prefers the generic be used, or to reduce your copay. If we need to make this switch, we will call you before to let you know. This will happen before it's shipped.

### **will Dayton Children's specialty pharmacy ever call me?**

- We will call you to:
  - Confirm the initial status of your prescription and copay amount
  - Set-up the first dispense and refills
- We may also call you to:
  - Verify prescription insurance information
  - Obtain records of your income to enroll you in a financial assistance program
  - Counsel you on the medication, if that isn't done during your clinic visit
  - Tell you that the prescription must be transferred to another specialty pharmacy
  - Notify you of any FDA recalls of your medication
- You should call us if:
  - Your address, telephone number or insurance information has changed
  - You have any questions regarding the status of your prescription
  - You have concerns about how to take your medication
  - You would like more information about your plan for therapy
  - You suspect an error in shipping or dispensing has occurred
  - You suspect your medication has been recalled by the FDA
- You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:
  - Working with another specialty pharmacy to get your medications delivered
  - Helping you get access to medications during an emergency or disaster
  - Providing you with tools to manage your therapy. This could include educational materials and consumer advocacy support

### **what should I do if I have an adverse (bad) reaction to the medication?**

If you have a serious or life-threatening situation, call 911 or have someone drive you to a local emergency room immediately.

If you are experiencing bad drug reactions or other non-emergency problems, you should contact us or your provider.

### **can I return my prescription?**

Most prescription medications cannot be returned. Please call us and we can tell you if your medication can be returned and credited. Also, if you think your medication is defective, please call us. We will see if a new medication can be sent to you.

### **how do I dispose of unused medication?**

For instructions on how to properly dispose of unused medications, please contact us, or go to the below FDA websites for information and instructions:

- <https://www.pharmacy.ohio.gov/Pubs/DrugDisposalResources.aspx>
- <https://ohiorxdisposal.com>

### **do I have to use Dayton Children's specialty pharmacy?**

Being a patient of the Dayton Children's specialty pharmacy is optional. If you would like to use another specialty pharmacy, please call us. We will help transfer your prescription.

