



4623 Wesley Ave., Suite N, Cincinnati, OH 45212  
877 403 4229 (toll free) or 513 569 6071, option 6  
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trihealth.com/pharmacysolutions



Welcome to TriHealth  
Specialty Pharmacy Services



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# Introduction

## Contact information

- Mail – 4623 Wesley Ave., Suite N, Cincinnati, OH 45212
- Phone – 877 403 4229 (toll free) or 513 569 6071, option 6
- Email – [pharmacysolutions@trihealth.com](mailto:pharmacysolutions@trihealth.com)

To ensure your privacy, please do not send medical information through e-mail.

## Hours of operation

Monday through Friday, 8 a.m.- 4:30 p.m.

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters.

## Filling a prescription

Your provider will send your prescription electronically to TriHealth Pharmacy Solutions. Our team automatically enrolls you in our personalized specialty pharmacy service.

Benefits of this service include:

- Information about how and when to take your medicine
- How to manage potential side effects
- Ongoing clinical evaluation and support

This service is provided at no additional cost to you. Enrollment is optional. You may call us at any time to be removed from this service.

Filling your prescription with TriHealth Pharmacy Solutions is also optional. Let us know if you would like to use another specialty pharmacy, and we will help you with the transfer of your prescription.

## Refilling a prescription

You may order refills by:

- Calling 877 403 4229 or 513 569 6071, option 6. Prescription refill requests can be entered 24 hours a day, 7 days a week.
- Visiting [trihealth.com/pharmacysolutions](http://trihealth.com/pharmacysolutions) and clicking on the "Request a Refill On-line" blue hyperlink.

If you have lost your medicine or supplies or if you need your prescription(s) in advance of travel, please call TriHealth Pharmacy Solutions at 877 403 4229 or 513 569 6071, option 6. We will work with you and your insurance company to ensure that your medicines are covered and there is no lapse in therapy.

- Receive proper and professional pharmacy care without discrimination against your age, sex, race, religion, ethnic origin or sexual preference.
- Participate in the development and implementation of your plan of care. In addition, to receive information to take part in your care, including the proper use, handling and storage of your medicines.
- Receive information on how to get support from consumer advocacy groups.
- Receive pharmacy health and safety information, including consumer rights and responsibilities.
- Receive information about the patient management program, including its philosophy and characteristics.
- Have personal health information (PHI) shared with the patient management program only in accordance with state and federal law.
- Identify the program's team members, including their job titles, and to speak with a team member's supervisor if requested.
- Receive information on changes in, or termination of, the patient management program.
- Decline participation, revoke consent, or leave the program at any point in time.

## Your Specialty Pharmacy Responsibilities

As a specialty pharmacy patient, you have a responsibility to:

- Submit any forms necessary to participate in the program to the extent required by law.
- Provide your medical history and contact information, and to notify the patient management program of any changes in this information.
- Notify your treating provider of your participation in the patient management program, if applicable.
- Follow your care plan or tell your doctor why you do not want to follow the recommendations.
- Participate in the development of your care plan.
- Communicate whether you clearly understand your care plan.
- Be considerate of pharmacy team members and your entire health care team.
- Notify your doctor and the pharmacy of any side effects and/or complications.
- Accept responsibility for your actions if you refuse treatment or do not comply with the prescribed treatment and services.
- Report any cancellation of scheduled appointments and/or treatments.

## Rights and Responsibilities

You have a right to safe care and should speak up if you have questions or concerns.

Read a copy of your TriHealth Pharmacy Solutions patient rights and responsibilities online at [trihealth.com/pharmacysolutions](http://trihealth.com/pharmacysolutions).

### Your Specialty Pharmacy Rights

As a specialty pharmacy patient, you have the right to:

- Receive timely care.
- Know how to contact our team seven (7) days a week and what to do if an emergency arises.
- Consent or refuse treatment, as permitted by law, and be informed of any likely consequences of refusing treatment. If you refuse a recommended treatment, you are entitled to other appropriate care and services provided by TriHealth Pharmacy Solutions.
- Privacy and security. TriHealth Pharmacy Solutions will always protect your privacy.
- Expect that treatment records are confidential, unless you have given permission to release information or reporting is required or permitted by law.
- Expect that TriHealth Pharmacy Solutions will provide necessary health services to the best of its ability. Treatment, referral or transfer may be recommended based on access to medicine and any restrictions from your insurance company. If TriHealth Pharmacy Solutions cannot meet your health care needs, you are referred to a health care provider who can meet your needs.
- Request alternative communication methods for varying circumstances, such as, but not limited to:
  - speaking and/or reading languages other than English.
  - limited literacy.
  - visual or hearing impairments.
- Be completely informed about changes and costs related to your care before or at the time of receiving services. This includes any costs not covered by Medicare or other payers.
- Be informed in advance if you are responsible for any charges. Discuss treatment options, regardless of cost or benefit coverage.
- Involve family members and friends to participate in your care, as permitted by law.
- Choose your pharmacy service providers.
- Be treated with courtesy, dignity and respect.
- Help make decisions about your care.
- Express concerns, grievances or recommend changes to pharmacy services without fear of discrimination or retaliation.
- Have any complaint promptly investigated and be notified of the findings and/or corrective action taken.
- Request and receive complete and scientifically proven information relative to your condition, treatment, alternative treatments, risk of treatment or care plans. Receive treatment and services promptly and professionally, while being fully informed of the pharmacy's policies, procedures and charges.

## Services Offered

### Insurance, billing and financial assistance

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. If you cannot afford your copay, we will work with you and the manufacturer and/or various foundations to help reduce your out-of-pocket expense. The cash price of your medication is available, upon request.

Some medicines need documentation for costs to be covered. This process is called a prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, we can help your doctor file an appeal.

### Payment options

You can pay with credit/debit cards, health savings account (HSA) funds or flexible spending account funds.

### Pharmacist assistance

Our specialty pharmacists are here to answer your questions about your therapy and care plan. They have direct access to your doctors, nurses and other health care providers, and will reach out to them if needed.

Pharmacists will:

- Teach you how to take your medicine correctly and consistently share why it's important.
- Ensure you know how to use injectable medicines.
- Help you understand and manage any possible side effects and drug interactions.
- Discuss any problems you may have, such as administration difficulties or cost concerns.
- Work with your health care team to ensure your therapy is safe, effective and appropriate.

A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent medicine needs.

After normal business hours, please call 877 403 4229 or 513 569 6071. In case of an emergency, call 911.

### Prescription delivery

Free delivery can be scheduled via FedEx to your home or work location.

FedEx delivers Monday through Friday (Tuesday through Friday if the medicine needs refrigeration). Courier delivery service is also available for same-day emergency service.

If your medicine requires refrigeration, we will include a temperature monitor to ensure the appropriate temperature is maintained throughout shipping.

### Refill reminders

Our specialty team will call you:

- Approximately one (1) week before your medicine is scheduled to run out
- To check your progress
- To determine the delivery of your refill
- To verify your therapy and get a new prescription if you do not have any refills left

We will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

### Medicines not available at TriHealth Pharmacy Solutions

Trihealth Pharmacy Solutions has access to most specialty medicines, but if our specialty pharmacy is unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want your prescription transferred to another pharmacy, and we will transfer your prescription on your behalf.

### Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available.

## Patient Concerns and Complaints

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. You may inform us of your comments or concerns by:

- Emailing us at [pharmacysolutions@trihealth.com](mailto:pharmacysolutions@trihealth.com).
- Sharing the concern with the team member involved or the manager in charge by phone.

TriHealth Pharmacy Solutions has a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five (5) business days of receipt. You will be notified, either by phone or in writing, of our resolution. No retaliation will be taken for filing a complaint.

If TriHealth Pharmacy Solutions cannot resolve your patient care or safety concern, you may contact:

- Accreditation Commission for Healthcare (ACHC)  
139 Weston Oaks Ct., Cary, NC 27513  
[customerservice@achc.org](mailto:customerservice@achc.org)  
Toll-free: (855) 937-2242

- The Ohio Department of Health, which has established a hotline to receive, investigate, report and resolve complaints regarding quality issues related to health care services. Contact the hotline by:

- Phone – 800 342 0553

- Email – [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)

- Fax – 614 564 2422

- Mail – Department of Health Complaint Unit,  
246 N. High St., Columbus, OH 43215

Medicare beneficiaries may also submit complaints regarding concerns about quality of care, coverage decisions and premature discharge by mailing TMF Health Quality Institute, Beneficiary Review Department, Barton Oaks Plaza Two, Suite 200, 901 MoPac Expressway South, Austin, TX 78745-5799

## Poisoning

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

## Fire and burn prevention

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

## Fire

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise evacuate the area.
3. Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department once you are safe.
5. If relocation is necessary, please call TriHealth Pharmacy Solutions to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

## Natural disasters (flood, earthquake, or tornado)

1. In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.

2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate the area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call TriHealth Pharmacy Solutions to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

## Power outage

1. Notify your gas and electric companies if there is a loss of power. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

## Winter storm

1. Prepare an emergency kit with:
  - Water
  - Nonperishable food
  - Battery-operated radio
  - Flashlights and fresh batteries
  - First-aid kit, including prescription medicines
2. Keep a full charge in your cell phone.
3. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
  - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
  - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.

# Frequently Asked Questions

## What is a specialty pharmacy?

A specialty pharmacy provides complex and costly medicines, called specialty medicines. These medicines may not be available at your local pharmacy. These medicines may also require special handling, teaching or monitoring by a trained pharmacist. Specialty pharmacy offers the care, service and support you need to get the most out of your specialty therapy.

## Will my insurance company let TriHealth Pharmacy Solutions dispense my medicine?

TriHealth Pharmacy Solutions can dispense for Ohio Medicaid, most Medicare plans and many commercial/private insurance companies. If your insurance requires the use of another pharmacy for new prescriptions or refills, we will transfer your prescription to that pharmacy.

## Will you ever substitute my medicine with another?

We may substitute a lower-cost generic medicine for a brand medicine if your insurance company prefers the generic or to lower your copay. If a substitution is in order, a TriHealth Pharmacy Solutions team member will contact you before filling or shipping the medicine to inform you of the substitution. Substitutions may be made to both new prescriptions and refills.

## When should I contact TriHealth Pharmacy Solutions?

If you have:

- A change in your address, telephone number or insurance information.
- Any questions or concerns about your medicine.
- Concerns about how to take your medicine.
- To reschedule or check the status of your delivery.
- To start or stop a medicine or if your dosage changes.
- A reaction or allergy to your medicine.

Also contact us if you:

- Need help with an order delay.
- Find an error in shipping or dispensing has occurred.
- Need to report a suspected medication issue.
- See your medicine has been recalled by the FDA.
- Need help getting your medicine during an emergency or disaster.

## Do I have to take all of my medicine?

Yes, it is important to take all of the medicine prescribed. Follow your doctor's instructions about the amount you should take and for the length of time prescribed. It will improve your therapy outcomes. Pharmacists are available to answer any questions you may have. They work with your care team to help you manage any side effects.



### What do I do if I have a bad reaction to my medicine?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact TriHealth Pharmacy Solutions or the doctor who prescribed the medicine to report the reaction.

### Can I return my prescription?

No. The Ohio State Board of Pharmacy regulations do not allow the resale or reuse of an issued prescription item.

Call us if you believe your medicine or device is defective. If possible, a new medicine or device will be sent to you.

### How do I dispose of unused medicines?

Contact us or go to these Food and Drug Administration websites for information and instructions on how to dispose of unused medicines:

- [fda.gov/forconsumers/consumerupdates/ucm101653.htm](https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm](https://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm)

### Drug recalls

TriHealth Pharmacy Solutions follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We will contact you and your provider if a drug recall affects you.

### Severe weather and disaster information

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we will transfer your prescription to another pharmacy.

If there is a disaster in your area, please call 877 403 4229 or 513 569 6071, option 6, to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is current to avoid any delay or disruption in your therapy.

## Patient Safety

### Adverse drug reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider (PCP) or local emergency room, or call 911.

### Hand-washing instructions

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

1. Collect the supplies:
  - Soap
  - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds.
5. Don't forget the in-betweens of your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

If no water supply is available, use an alcohol-based antibacterial hand cleanser.

### Sharps and sharps disposal

After using your injectable medication, place all needles, syringes and lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid 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 three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [www.cdc.gov/needledisposal](http://www.cdc.gov/needledisposal).

### 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 sticks or sharps-related injuries promptly to your physician.

### Patient Information on Emergency Preparedness

We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

### Falling

(This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lighted and use night lights as needed.
7. Have a flashlight that works.