

Texas Health Specialty Pharmacy

Providing medicines for your health and well-being.





"The blue and green shield of the Texas Health brand represents the weaving together of our traditions of faith, quality, compassion and innovation. It has become a symbol for healthcare that is trusted by the people we are privileged to serve."

Barclay E. Berdan, FACHE, CEO
Texas Health Resources

Our Mission

To improve the health of the people in the communities we serve.

Our Vision

Partnering with you for a lifetime of health and well-being.



Welcome to Texas Health Specialty Pharmacy!

We're happy to serve you. Our goal is to help you improve your health by providing excellent care.

At Texas Health, specialized pharmacists will work with you and your doctor to create a care plan for your unique needs. Our personalized care includes:

Regular interaction with your care team

Before you start treatment, a pharmacist will contact you to talk about your care plan. Members of your care team will work with you to create a plan that helps you meet your therapy goals. We'll follow up with you regularly to see how well your medicine is working, help you manage side effects, and answer any questions you may have.

Insurance and copay assistance

Our team of financial specialists will work with your insurance to understand your options for covering costs. If your medicine is not covered or is too expensive, our team can see if you are eligible for financial assistance to help you get the medicines you need.

Easy refill process

To get your refills, you can visit [TexasHealth.MyChart.org](https://www.texashealthmychart.org).

Free delivery

We'll deliver your medicines to your home at no charge. Our packaging is designed to protect drugs from the elements. We provide next day delivery once the prescription is processed.

Help when you need it

If you have questions about your medications, we're happy to help.

You can call 817-250-7150 to get answers to your questions, available 24/7.

Sincerely,
Texas Health Specialty Pharmacy

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What Is a Specialty Pharmacy?

Certain drugs—called “specialty medicines”—are only available from a limited number of specialty pharmacies. These medicines usually:

- are used to treat a rare or chronic disease
- cost more than other medicines
- require special insurance approval
- require special storage and delivery
- require special monitoring
- require special administration processes

Patient management program

You will also have access to our patient management program. This service is free to you and is designed to help you get the most out of your medicine therapy. Our clinical pharmacists will work with your doctor to develop a treatment plan. We will also work with you to:

- see how you are doing with the medicine
- help you manage side effects
- talk about your questions and concerns
- help to prevent missed doses
- give refill reminders

You do not have to take part in this program.
You can contact us at any time to opt out.



Insurance assistance

Most specialty medicines require special approval from your prescription insurance company to be covered. We'll work with you and your insurance to get your medicine to you as soon as possible. We'll also let you know your out-of-pocket cost before we ship it to you.

What if I can't afford my copay?

We'll look for financial assistance that you may be able to get to help you pay for your medications. We'll also help you fill out any paperwork that's part of an application for co-pay assistance.

How do I get started?

Review the “Authorization to Provide Services” on the next page, and then call us to get started at **817-250-7150**.

Authorization to Provide Services

Your health care provider has prescribed a specialty medicine as part of your care. These medicines are used to treat complex or chronic conditions, and they usually require closer monitoring than other drugs. In addition, your health insurance has determined that the drug must be filled by a pharmacy using your prescription drug benefit. You have the option of getting this medicine from any pharmacy of your choice unless your prescription insurance requires you to use a certain pharmacy. Texas Health may be able to meet your pharmacy needs

Texas Health Specialty Pharmacy can provide many specialty medicines. These are usually sent directly to you at your home, but they may need to be sent to your provider. Either way, we will help you during every step of the process. A pharmacist will be available 24 hours a day to talk with you about your medicines.

Medicines you give to yourself at home

You will be able to take many oral medicines (like tablets, capsules, and liquids) and some injectable medicines on your own. A pharmacist will answer questions you may have about taking these drugs at home.

Medicines given in a Texas Health facility

Some medicines have to be given by a provider. Texas Health is not able to give medicines from an outside pharmacy.

By coordinating your specialty prescription care with us, you acknowledge your choice to use Texas Health Specialty Pharmacy as your specialty pharmacy provider.

- You understand that you have the choice to get your prescriptions from the pharmacy you prefer. However, your insurance may require you to use a pharmacy designated by your plan. You choose to have these medicines filled by Texas Health Specialty Pharmacy.
- For a drug that will be given in a Texas Health facility, you authorize your medication to be delivered to the provider's office before your appointment.
- You acknowledge that you've read Texas Health's Notice of Privacy Practices (linked below) and Texas Health Specialty Pharmacy's List of Patient's Rights and Responsibilities (page 9 of this brochure).



To view Texas Health Resources' Notice of Privacy Practices, visit <https://www.texashealth.org/qrpapbrochure>, or scan this QR code.



Common Questions

How do I contact you?

You can call **817-250-7150** to get answers to your questions, available 24/7.

When should I contact you?

- You have a question about your specialty medicine
- You're having side effects from your medicine
- You need a refill
- You have new insurance
- Before you start taking a new medicine or supplement
- You've been told to change the dose of your specialty medicine
- You've been diagnosed with a new condition
- You're going to travel and may need an early refill
- Your address or phone number has changed
- You want to check the status of your order or reschedule a delivery
- You have concerns about our pharmacy services

When are you open?

Monday to Friday
8 a.m. to 5 p.m.
Saturday and Sunday
Closed

We're closed on major holidays. You can speak with a pharmacist 24/7, even on holidays, by calling 817-250-7150. If you have a life-threatening emergency, call 911 or go to the nearest emergency department.

How do I fill or transfer a prescription?

- If your doctor needs to send a new prescription, they can do so electronically or by fax to **817-250-7151**.
- You may call us at **817-250-7150** to transfer your prescription from or to Texas Health Specialty Pharmacy.

How long does it take to get my prescription?

- We may need authorization from your insurance company before you can get your medications. How long it takes to process a prescription will be based on your insurance carrier's specific plan guidelines and requirements.
- Once we receive insurance approval, our standard prescription processing time is under 24 hours. We provide next day delivery once the prescription is processed.

How do I refill a prescription?

We'll contact you to schedule your next delivery about a week before you run out of medicine. If you need a refill and haven't heard from us, call us at **817-250-7150**.

Please let us know if there are any changes to your address or insurance.

How much will my prescription cost?

- This depends on your insurance. It's also likely to change throughout the year as you meet the spending limits related to your plan's deductible and coinsurance. Before each refill is processed, a pharmacy representative will let you know how much it will cost.
- If you can't pay for the out-of-pocket costs related to your prescription, we'll try to find financial assistance or other support to help you afford your treatment.

How do I pay for my prescription order?

We will coordinate your payment when confirming delivery details with you. We accept all major credit cards. Please do not mail cash as a form of payment.

How do you handle drug substitutions?

We follow all applicable laws and regulations, as well as prescriber instructions. If cheaper generic product is available for your medicine and your doctor agrees to the change, we'll process your prescription using the generic.

How do I report concerns?

You may contact us directly at any time at **817-250-7150** to discuss your concerns. You may report privacy concerns by calling **888-847-9811**. You may also contact the following organizations if you feel the matter cannot be handled by our staff:

Texas State Board of Pharmacy
512-305-8000
<https://www.pharmacy.texas.gov/consumer/complaint.asp>

Utilization Review Accreditation Commission (URAC)
202-216-9010
[URAC.org/contact/file-a-grievance/](https://www.urac.org/contact/file-a-grievance/)

Accreditation Commission for Health Care (ACHC)
855-937-2242
[ACHC.org/contact/](https://www.achc.org/contact/)

Be Ready for Emergencies

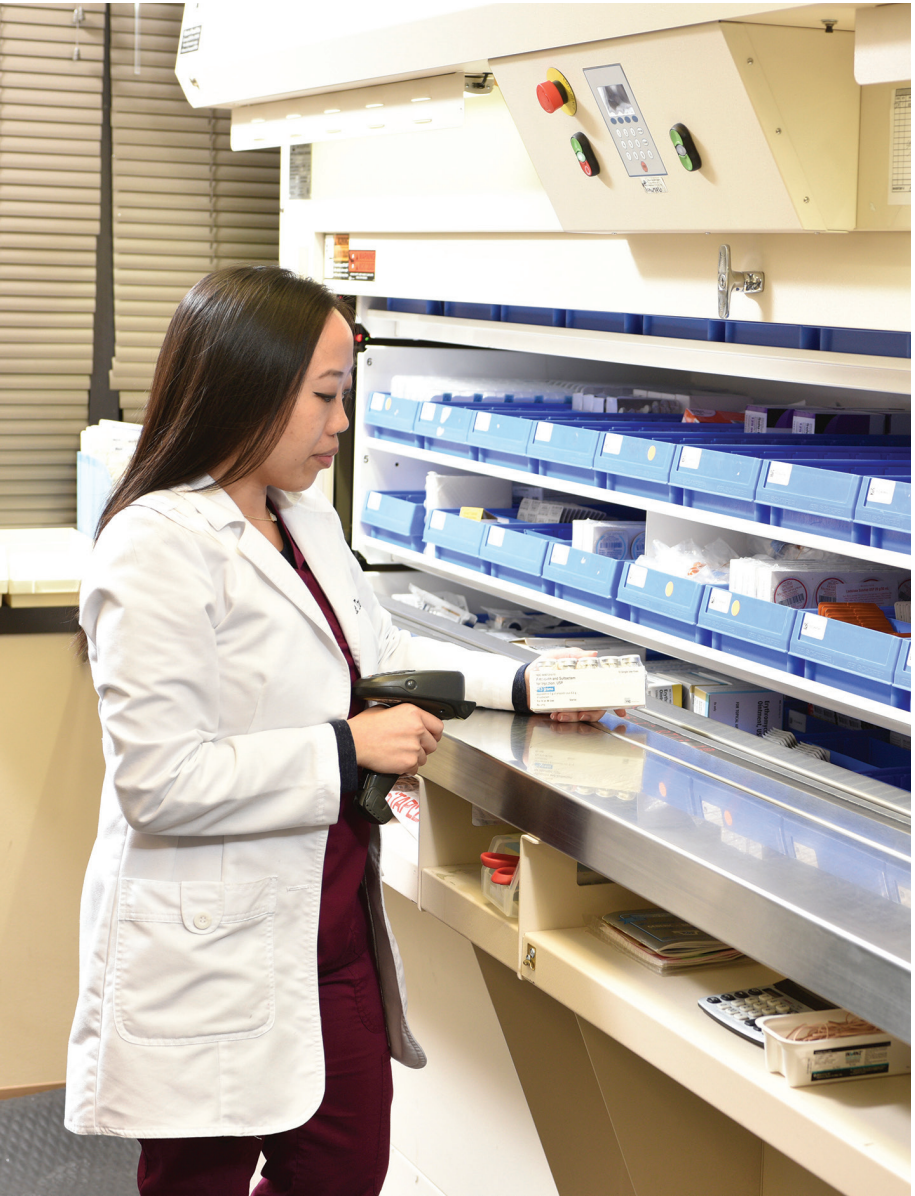
If there's an emergency

We keep an eye on weather forecasts and have plans in place in case our pharmacy is impacted by severe weather. However, if a natural disaster or other emergency strikes your area, or if severe weather is in the forecast, please contact us as soon as possible. We can delay or reroute shipments of your medicines if necessary.

If you must leave your home because of an emergency, we suggest that you take at least one week's worth of medicine with you. Call us to give us your new address and phone number if they change. Please be sure that we always have a current emergency contact on file for you.



We have a pharmacist on-call 24 hours a day, seven days a week. But if you aren't able to reach us because of an emergency and you're going to run out of medicine, call 911 or go to the nearest emergency department.



Here are some other things to consider before an emergency strikes:

Medicine list

Always have an updated list of all the medicines you take. This is important in an emergency, and you should review this list with your care team at every appointment.

Supply list

Many specialty medicines need supplies like needles or a nebulizer. Make a list of the supplies you need to use your medicine.

Refrigeration

Many medicines must be kept in the refrigerator until it's time to use them. If you take any medicines like this, think about how you'll store them if the power goes out.

Supply kits

Think about making an emergency supply kit now so you're ready if a natural disaster affects your home. Include things like:

- non-perishable food
- can opener
- water
- first aid kit
- flashlight
- radio
- batteries

These suggestions are just a start. Visit **FEMA.gov** for more tips on being prepared for emergencies.

Patient Safety

Severe reactions

If you have a bad reaction to a medicine, call us as soon as possible so you can talk about it with a pharmacist. In the case of a life-threatening reaction, call 911 or go to the nearest emergency department. Signs of a reaction could be hives, facial or throat swelling, wheezing, light-headedness, or vomiting. Talk to your pharmacist about emergency reactions to look out for.

Medicine safety

Always keep your medicines stored securely and out of the reach of children. If a suspected poisoning occurs, call the Poison Control Center at 1-800-222-1222. Keep all medicines clearly labeled. Never combine different medicines in bottles. Your medicines are for you only. Never take medicine that was prescribed for someone else.

Infection prevention

Hand washing

Hand washing is an effective way to remove germs and prevent the spread of infection. It is especially important to wash your hands before and after handling, preparing, or giving yourself any medicine.

Injectable medicines

Always clean your skin with an alcohol swab before you give yourself an injectable medicine. If your medicine uses pen needles to deliver the dose, use a new pen needle with each injection. Never share your injectable drug or device with anyone. If you have questions about how to use your injectable medicine, our pharmacists are happy to talk with you. We can also help set up a delivery of additional supplies at no charge.



Medicine recalls

If your medicine is ever recalled by the manufacturer or the FDA, we'll contact you to talk about the recall and next steps. We'll work with your provider to deliver a new prescription. If you ever have any concerns about the safety or integrity of your medicine, call us at **817-250-7150**, open 24/7.

Where can I take old or unused medicines?

You can find a Medsafe disposal unit near you.

What can I put in a Medsafe disposal unit?

- Prescription pills in any type of package (glass bottles, plastic containers, plastic bags, etc.)
- Liquid medicines (in leak-proof containers)
- Medicated ointments, lotions, or drops
- Over-the-counter medicines
- Pet medicines

What is NOT OK to put in the Medsafe?

- Illegal drugs, such as marijuana or heroin
- Needles and other sharp objects
- Batteries, medical devices, or IV bags
- Infectious waste, such as used syringes



How do I throw away unused, expired, or discontinued injectable products?

- Put the injectable product in a sharps disposal container. If you need help getting a sharps disposal container, contact your pharmacist.
- Do not overfill a sharps container. When your sharps container is about three quarters full, follow your community guidelines for getting rid of it.
- Sharps disposal guidelines and programs are different depending on where you live.
- When possible, buy sharps containers that come with mail-back boxes so you can send the full containers back to the company. You can also check with your local trash removal services or health department to see what methods are used where you live.

What are injectable products?

- Needles and pen needles
- Syringes
- Auto injectors and pens (pre-filled devices)
- Vials with an injectable product inside

Why is getting rid of old and unused medicines so important?

- They can harm children.
- Anyone can have an accidental overdose.
- Too many medicine bottles can be confusing in a medicine cabinet.
- Others might abuse them for substance use.
- Medicines can hurt the environment. Scientists have found small amounts of many medicines in drinking water across the country. This is mainly because people flush medicines down the toilet or pour them in a drain.

How do I throw away old and unused medicines at home?

Take your medicines out of their original containers and follow these simple steps to dispose of medicines in the household trash.

MIX



Mix medicines in a sealed plastic bag or a container with a lid with dirt, unused cat litter or used coffee grounds. Do not crush tablets or capsules.

THROW



Throw the plastic bag containing the mixture in your household trash.

SCRATCH OUT



Scratch off your name and the prescription number or mark them out with a black permanent marker. Throw the containers away.

DO NOT flush prescription medicines down the toilet or pour them in a drain unless the label tells you it's okay.



Your Rights and Responsibilities As a Patient

At Texas Health facilities (or "Facility"), we believe that the protection and support of the basic human rights of freedom of expression, decision, and action are important to the healing and well-being of our patients. Therefore, we strive to treat patients and their property with respect and consideration, with full recognition of individual dignity, individuality, and personal values. Patients have the right to be free from mistreatment, neglect, or verbal, mental, sexual, or physical abuse, including injuries of unknown source and the misappropriation of patient property. Texas Health Resources prohibits discrimination, and decisions regarding health care treatment will not be based on race, creed, sex, national origin, religion, culture, language, age, physical or mental disability, socioeconomic status, sexual orientation, gender identity or expression, or sources of payment.

Your Rights As a Patient

1. You have the right to a reasonable response to your request and need for treatment or service, within the Facility's capacity, its stated mission, and applicable laws and regulations.
2. You have the right to be informed about which physicians, nurses and other health care professionals are responsible for your care and to choose a healthcare provider, including an attending physician, if applicable.
3. You have the right to know who we are, what role we play in your care, and to be able to identify visiting personnel members through proper identification.
4. You have the right to speak with a healthcare professional regarding any aspect of your care and/or service.
5. You have the right to speak to a staff member's supervisor if requested.
6. You have the right to the information necessary for you to make informed decisions, in consultation with your physician, about your medical care including information about your diagnosis, the proposed care and your prognosis in terms and a manner that you can understand before the start of your care. You also have the right to take part in developing and carrying out your plan of care and any revisions to the plan of care.
7. You have the right to be fully informed in advance about care/services to be provided, including disciplines that furnish the care and frequency of visits, as well as any modifications to the care plan, limitations to services provided, and your financial responsibility, including financial benefits.
8. You have the right to consent to or refuse medical care, to the extent permitted by law, and to be told of the risks of not having the treatment and other treatments which may be available. You have the right to a second opinion or to request more information about your care.
9. You have the right to reasonable access to care. Although the Facility respects your right to refuse treatments offered to you, the Facility does not recognize an unlimited right to receive treatments that are medically ineffective or non-beneficial.
10. You have the right to care that is considerate and respectful of your personal values and beliefs. The Facility strives to be considerate of the ethnic, cultural, psychosocial, and spiritual needs of each patient and family and recognize client/patient dignity and individuality. The Facility acknowledges that care of the dying patient includes care with dignity and respect, management of pain and consideration for the patient's and family's expression of grief.
11. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the Facility.

12. You have the right to have your family take part in your care decisions with your permission.
13. You have the right, to the extent permitted by law, to have your legal guardian, next of kin, or a surrogate decision maker appointed to make medical decisions on your behalf in the event you become unable to understand a proposed treatment or procedure, are unable to express your wishes regarding your care, or you are a minor. The person appointed has the right, to the extent permitted by law, to exercise your rights as a patient on your behalf.
14. You and your appointed representative have the right to take part in ethical questions that arise during your care.
15. You have the right to communicate with family, friends and others while you are a patient in the Facility unless restrictions are needed for therapeutic effectiveness. You also have the right to receive visitors of your choosing including a spouse, a domestic partner (including a same-sex domestic partner), family members, and friends. This right is subject to any clinically necessary or reasonable restrictions imposed by the Facility or your doctor. You also have the right at any time to refuse to have visitors.
16. You and your legal representative have the right to access the information contained in your medical record in a timely manner subject to state and federal law.
17. You may request an explanation of your hospital, outpatient, or pharmacy bill, even if you will not be paying for your care.
18. You have the right to issue advance directives and to have doctors at the Facility and Facility staff follow your directives in accordance with state and federal law.
19. You have the right to personal privacy and for your medical information to be kept confidential within the limits of the law and to be advised of THR's policies and procedures regarding the disclosure of clinical records.
20. You have the right to receive care in a safe setting.
21. You have the right to a safe environment that is free from harassment, mistreatment, neglect, harm, any other type of abuse, including injuries of unknown source and misappropriation of patient property.
22. You have the right to be free from restraints that are not medically necessary; restraints include physical restraints and medicines.
23. You have the right to be free from seclusion and restraints for behavior management except in emergencies as needed for your safety when less restrictive means may have been ineffective.
24. You have the right to consent or refuse to take part in any human research or other educational project affecting your care. You also have the right to be given information about the expected benefits and risks of any research you choose to take part in and any alternative treatment that might benefit you. Refusing to take part in the research or project will in no way affect your care.
25. You have the right to have your pain assessed and managed properly and to receive information about pain and pain relief measures.
26. You have the right to obtain information concerning the relationship of the Facility to other health care Facilities as they relate to your care.
27. You have the right to submit a complaint to the Facility regarding your care or regarding any belief you have that you are being discharged too soon. Your care will not be affected by submitting a complaint. The steps for doing so are at the end of this statement.

28. You have a right to request and/or be provided language assistance i.e., interpreter services, if you have a language barrier or hearing impairment. This will be provided at no cost to you to help you actively participate in your care.
29. You have the right be provided information about the THR Specialty Pharmacy patient management program.
30. You have the right to decline participation, or disenroll, from the THR Specialty Pharmacy Services at any point in time.
31. You have the right to voice grievances/complaints regarding treatment, care, or lack of respect for property or recommend changes in policy, personnel, or care/services without restraint, interference, coercion, discrimination or reprisal.
32. You have the right to have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.

Your Responsibilities As a Patient

1. You have the responsibility to tell us true and complete information about your health, symptoms, and any medicine(s) you are taking as well as notify us of changes.
2. You have the responsibility to provide us with accurate contact information and update us of any changes to your contact information.
3. You have the responsibility to work with our doctors, nurses, pharmacist, and care team to plan the best care to meet your needs.
4. You have the responsibility to tell us if you do not understand your care plan, diagnosis or treatment.
5. You have the responsibility to follow the care plan that you and the care team have agreed upon.
6. You have the responsibility to notify your treating prescriber of your participation in the THR Specialty Pharmacy patient management program.
7. You have the responsibility to take your medications as prescribed by your provider.
8. You have the responsibility to tell us if you have any concerns about your safety.
9. You have the responsibility to talk to us about your family's needs, worries and concerns.
10. You have the responsibility to ask questions to help us keep you informed and tell us your ideas about how we can meet your needs.
11. You have the responsibility to respect the privacy and rights of other patients, families and staff, including following the THR policies for photos, videos, or other recordings.
12. You have the responsibility to keep track on your personal items and take them with you when you leave.
13. You have the responsibility to follow THR's policies on visitation, use of tobacco products, alcohol, illegal drugs, weapons, and firearms.

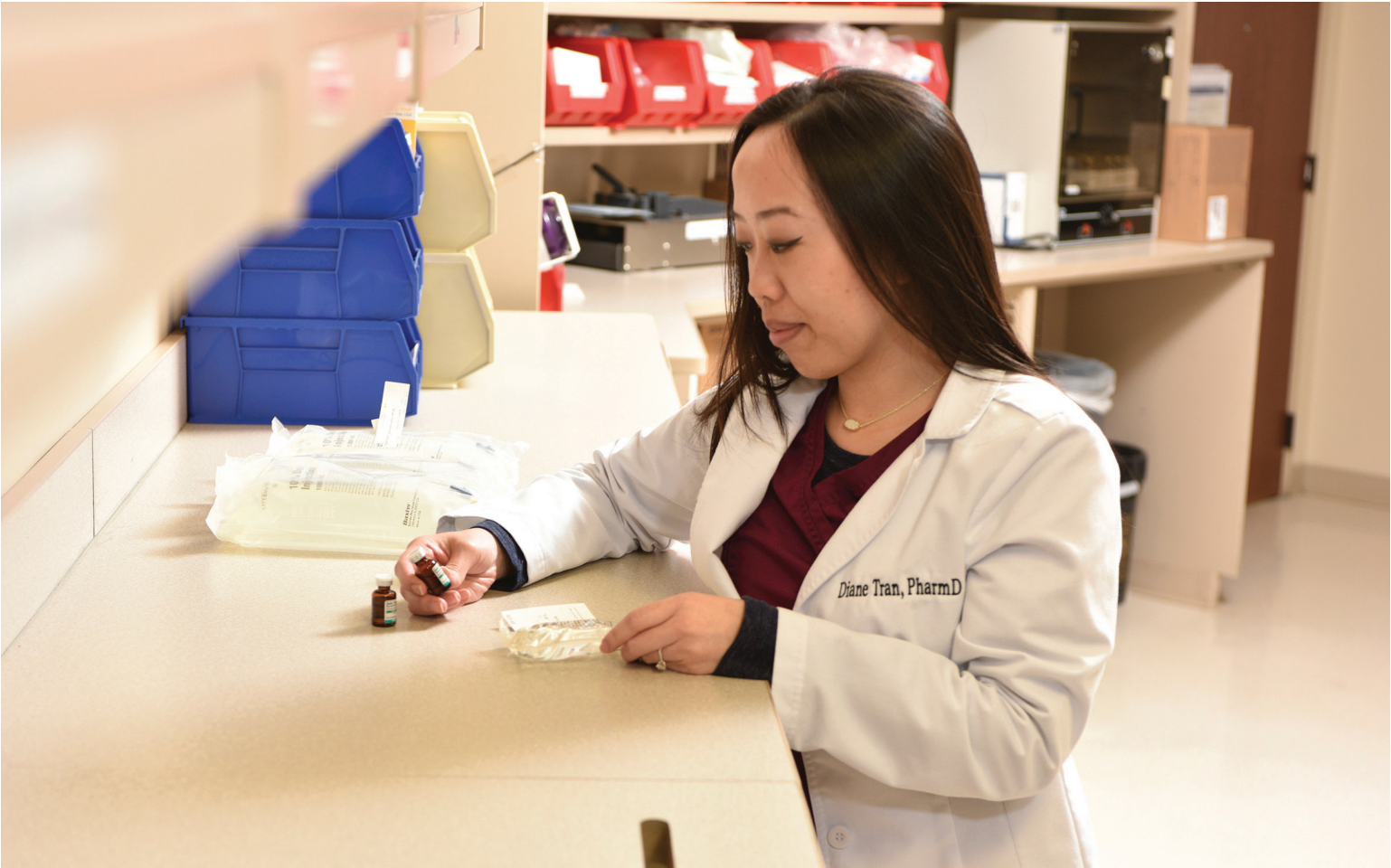


Client Service Agreement

- Texas Health Specialty Pharmacy will provide specialty medicine products and services in accordance with all current Specialty Pharmacy guidelines.
- Our specialized staff includes clinical pharmacists, certified pharmacy technicians, clinical care coordinators and billing specialists.
- Completed prescription orders will be delivered, at no charge, to your designated address. Please allow 24 hours processing for delivery orders. We will provide next day delivery once the prescription is processed.
- Medicine therapy management includes regularly scheduled phone contacts, at therapy initiation and then periodically, by a pharmacist or pharmacy technician, with a pharmacist readily available, to assess progress and address any adverse effects or concerns and to ensure an unbroken supply of medicine.
- Texas Health Specialty Pharmacy patients may choose to opt out of certain elements of therapy management programs by contacting their clinical pharmacist directly or by speaking with a Texas Health Specialty Pharmacy representative by calling **817-250-7150**.
- The initial contact and enrollment will include information on the medicine's storage and usage, what to expect from the treatment and a review of the potential for adverse effects and how to reduce or respond to them.
- Appropriate drug information, to include a medicine guide when applicable, will be provided with each medicine dispensing.
- Clients are encouraged to take an active role in their health care by returning calls from Texas Health Specialty Pharmacy staff as soon as reasonably possible and by interacting with our staff in developing or reviewing their plan of service/care and their medical progress.
- Clients are encouraged to ask questions and report any new or worsening symptoms to our staff.
- Suggestions will be made on how to optimize the therapeutic outcome and minimize any adverse effects.
- Clients are encouraged to take their specialty medicine exactly as prescribed. Any deviations should be discussed.
- Recommendations may be given to suspend the treatment until the prescriber can be consulted, and/or to seek emergency medical treatment if the pharmacist deems it necessary.
- Texas Health Specialty Pharmacy will assist in attaining refill authorizations and prior approval authorizations from providers.
- Texas Health Specialty Pharmacy will provide each client with a copy of our HIPAA document and seek to provide privacy and confidentiality in providing your care. A paper copy of this document will also be provided upon request.
- Texas Health Specialty Pharmacy will provide any available information concerning financial assistance.
- Clients are encouraged to use a sharps container to dispose of all pen or needle devices.

Notes:

- Clients are encouraged to store all medicines away from extreme temperature and humidity, and out of the reach of children.
- Clients are encouraged to contact Texas Health Specialty Pharmacy concerning any extended power outages in relation to refrigerated products.
- Clients are encouraged to participate in our periodic surveys of client satisfaction to help us improve our program.
- If you want to share concerns, call **817-250-7150**.
- Texas Health Specialty Pharmacy has interpreter services to provide linguistic and/or cultural assistance when needed or requested.





Texas Health Specialty Pharmacy

1325 Pennsylvania Avenue, Suite 290 | Fort Worth, TX 76104

Toll-Free Line
877-888-5674

24/7 Pharmacy Line
817-250-7150

Prescription Fax
817-250-7151