



**PATIENT**

**WELCOME  
PACKET**



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# About MedCart Specialty

## **Skilled service is our specialty.**

At MedCart Specialty Pharmacy, our experienced team knows what most pharmacies could do better. Which is exactly why we set out to develop a different approach to service.

Typical patient/pharmacy interactions are limited to processing medications prescribed by a physician. At MedCart Specialty Pharmacy, we still work closely with prescribing physicians but we give patients special attention. Our team of pharmacists and support staff is there at every step of the way to help ensure the best possible medication treatment outcomes.

**Plus, we offer services that make life easier for physicians and their patients, including:**

**State-of-the-art medication packaging and distribution**

**An extensive range of specialty medications in stock, including brand name, generic and hard-to-find medications**

**Pharmacy consulting services**

**Multi-lingual staff**

**Convenient ordering options**

**24/7 customer service, including a pharmacist on call around the clock**

**Personalized client service and support, with dedicated individuals assigned to each physician and patient.**



## Dear Patient:

Welcome to MedCart Specialty Pharmacy, our goal at MedCart is to provide you with the best possible care. To do so, one service that we provide to you is our **FREE Patient Management Program**. By enrolling in this program, you allow us the opportunity to more closely follow and monitor your medical condition.

Joining this program ensures that our clinical team will be able to personally communicate with your doctor/s to obtain pertinent laboratory results, as well as to discuss medication/health concerns that we may identify pertaining to your specific treatment. We would appreciate it if you would take a few minutes to either call and enroll by telephone or complete the attached enrollment form, giving your consent to enroll you in this program, and mail it back as soon as possible. As a reminder, this program provided to you **ONLY** through MedCart Specialty Pharmacy, is free of charge to you, and will help us help you with your current medical condition. Even if you are not interested in participating, please check no and return the form so that we can make a note in your medical record. You can opt-out of the program at any time by letter or phone. If you have any questions please feel free to contact our clinical team at 1-877-770-4633.

If you would like any additional information about your disease state, nutrition, support groups, etc... Please contact our clinical team whom will provide you with any materials and support you need. If you require information in a different language, please contact MedCart Specialty at 1-877-770-4633. *Esta información también se ofrece en otros idiomas y formatos. Llame a MedCart Specialty al 1-877-770-4633.*

**If you have any questions, please call us at  
1-877-770-4633 or visit us  
online at [www.medcartpharmacy.com](http://www.medcartpharmacy.com).**

# Hours of Operation

## **Our Patient Call Center is open:**

Monday through Friday, 9 a.m. to 6 p.m. (Eastern Time)

Saturday 10 a.m. to 3 p.m. (Eastern Time)

## **A licensed pharmacist is available:**

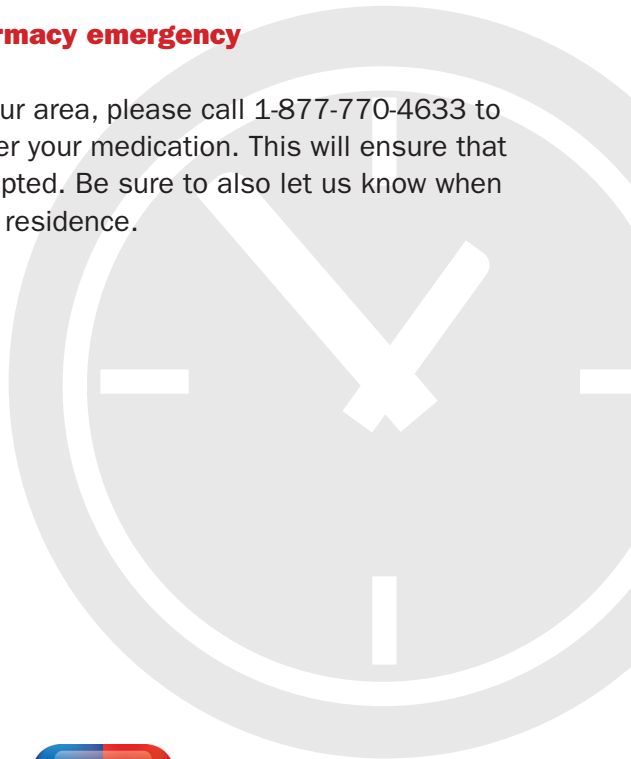
24 hours a day, 7 days a week, for emergency pharmacy services

## **MedCart Specialty is CLOSED on the following holidays:**

- New Year's Day (January 1).
- Memorial Day (the last Monday in May).
- Independence Day (July 4).
- Labor Day (the first Monday in September).
- Thanksgiving (the fourth Thursday in November).
- Christmas (December 25).

## **MedCart Specialty pharmacy emergency disaster information:**

If there is a disaster in your area, please call 1-877-770-4633 to instruct us where to deliver your medication. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your residence.



# Non Discrimination Notice

MedCart Specialty Pharmacy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation or sex. MedCart does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation or sex.

**MedCart provides free aids and services to people with disabilities to communicate effectively with us, such as:**

- Qualified sign language interpreters
- Written information in other formats

**MedCart provides free language services to people whose primary language is not English, such as:**

- Qualified interpreters
- Information written in other languages

If you need these services, contact MedCart at 1-877-770-4633.

If you believe that MedCart has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the HHS portal <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

# Language Assistance Services

## English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-770-4633.

## Espanol (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-770-4633.

## 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-770-4633。

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-770-4633.

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-770-4633 번으로 전화해 주십시오.

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-770-4633.

## Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-770-4633.

## آريبرعلا (Arabic))

رفاوتت ءيوعللل ءءءاسملا تامءء نإف؁ ءعللل ركءا ءءءءءء نك اءا ءظوء لم مقرب ل لصءا. 1-877-770-4633 ناءملا ب كل

# Language Assistance Services

## Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-770-4633.

## Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-770-4633.

## Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-770-4633.

## Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-770-4633.

## Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-770-4633.

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-770-4633.

## 日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-770-4633 まで、お電話にてご連絡ください。



# Patient Privacy

Your privacy is important to us. Here's everything you need to know.

As part of the Federal Health Insurance Portability and Accountability Act of 1996, known as HIPAA, the pharmacy has created this Notice of Privacy Practices (Notice). This Notice describes the pharmacy's privacy practices and the rights you, the individual, have as they relate to the privacy of your Protected Health Information (PHI). Your PHI is information about you, or that could be used to identify you, as it relates to your past and present physical and mental health care services. The HIPAA regulations require that the pharmacy protect the privacy of your PHI that the pharmacy has received or created.

This pharmacy will abide by the terms presented within this Notice. For any uses or disclosures that are not listed below, the pharmacy will obtain a written authorization from you for that use or disclosure, which you will have the right to revoke at any time, as explained in more detail below.

The pharmacy reserves the right to change the pharmacy's privacy practices and this Notice. Revisions to the Notice will be posted in the pharmacy and upon your request, provided to you in a paper format.

## HOW THE PHARMACY MAY USE AND DISCLOSE YOUR PHI

The following is an accounting of the ways that the pharmacy is permitted, by law, to use and disclose your PHI.

Uses and disclosures of PHI for treatment: We will use the PHI that we receive from you to fill your prescription and coordinate or manage your health care.



# Patient Privacy

Uses and disclosures of PHI for payment: The pharmacy will disclose your PHI to obtain payment or reimbursement from insurers for your health care services.

Uses and disclosures of PHI for health care operations: The pharmacy may use the minimum necessary amount of your PHI to conduct quality assessments, improvement activities, and evaluate the pharmacy workforce.

The following is an accounting of additional ways in which the pharmacy is permitted or required to use or disclose PHI about you without your written authorization. All uses and disclosures will be to the minimum necessary amount of your PHI. Many of these uses and disclosures will never be made by the pharmacy; however, we are required by law to notify you of them as a health care provider.

Uses and disclosures as required by law: The pharmacy is required to use or disclose PHI about you as required and as limited by law.

## MICHIGAN

Michigan law and/or federal regulations place certain additional restrictions on the use and disclosure of PHI for mental health, substance abuse, HIV/AIDS conditions, and certain genetic information. In some instances, your specific authorization may be required. We will not disclose HIV- or AIDS-related information about an individual except in situations where the subject of the information has provided us with a written authorization allowing the release, or where we have removed any information that identifies the individual from the material to be disclosed (unless the identifying information is reasonably necessary to prevent further transmission of such disease), or where we are authorized by state or federal law to make the disclosure.

# Patient Privacy

Uses and disclosures for public health activities: The pharmacy may use or disclose PHI about you to a public health authority that is authorized by law to collect for the purpose of preventing or controlling disease, injury, or disability. This includes the FDA so that MedCart may monitor any adverse effects of drugs, foods, nutritional supplements and other products as required by law.

Uses and disclosures for purposes of notification: We may use or disclose your PHI to notify or assist in notifying a family member, personal representative, or another person responsible for your care, regarding your location and general condition.

Uses and disclosures to communicate with individuals involved in your care or payment for your care: We may disclose to a family member, other relative, close personal friend, or any other person you identify, PHI directly relevant to that person's involvement in your care or payment related to your care with an *Authorization for Disclosure* form on file. Additionally, we may disclose PHI to your "personal representative." If a person has the authority by law to make health care decisions for you, we will generally regard that person as your "personal representative" and treat him or her the same way we would treat you with respect to your PHI.

Uses and disclosures about victims of abuse, neglect or domestic violence: The pharmacy may use or disclose PHI about you to a government authority if it is reasonably believed you are a victim of abuse, neglect or domestic violence.

Uses and disclosures for health oversight activities: The pharmacy may use or disclose PHI about you to a health oversight agency for oversight activities which may include audits, investigations, inspections as necessary for licensure, compliance with civil laws, or other activities the health oversight agency is authorized by law to conduct.

# Patient Privacy

Disclosures for judicial and administrative proceedings: The pharmacy may disclose PHI about you in the course of any judicial or administrative proceedings, provided that proper documentation is presented to the pharmacy.

Disclosures for law enforcement purposes: The pharmacy may disclose PHI about you to law enforcement officials for authorized purposes as required by law or in response to a court order or subpoena.

Uses and disclosures about the deceased: The pharmacy may disclose PHI about a deceased, or prior to, and in reasonable anticipation of an individual's death, to coroners, medical examiners, and funeral directors.

Uses and disclosures for organ or tissue procurement organizations: The pharmacy may use and disclose PHI for the purpose of procurement, banking, or transplantation of cadaveric organs, eyes, or tissues for donation purposes.

Uses and disclosures for research purposes: The pharmacy may use and disclose PHI about you for research purposes with a valid waiver of authorization approved by an institutional review board or a privacy board. Otherwise, the pharmacy will request a signed authorization by the individual for all other research purposes.

Uses and disclosures to avert a serious threat to health or safety: The pharmacy may use or disclose PHI about you, if it believed in good faith and is consistent with any applicable law and standards of ethical conduct, to avert a serious threat to health and safety.

Uses and disclosures for specialized government functions: The pharmacy may use or disclose PHI about you for specialized government functions including: military and veteran's activities,

# Patient Privacy

national security and intelligence, protective services, department of state functions, and correctional institutions and law enforcement custodial situations.

Disclosure for workers' compensation: The pharmacy may disclose PHI about you as authorized by and to the extent necessary to comply with workers' compensation laws or programs established by law.

Disclosures for disaster relief purposes: The pharmacy may disclose PHI about you as authorized by law to a public or private entity to assist in disaster relief efforts.

Disclosures to business associates: The pharmacy may disclose PHI about you to the pharmacy's business associates for services that they may provide to or for the pharmacy to assist the pharmacy to provide quality health care. To ensure the privacy of your PHI, we require all business associates to apply appropriate safeguards to any PHI they receive or create.

## OTHER USES AND DISCLOSURES

The pharmacy may contact you for the following purposes:

Refill reminders: The pharmacy may contact you to remind you of your prescription upon such time they are ready to be refilled.

Information about treatment alternatives: The pharmacy may contact you to notify you of alternative treatments and/or products.

Health related benefits or services: The pharmacy may use your PHI to notify you of benefits and services the pharmacy provides.

# Patient Privacy

Fundraising: If the pharmacy participates in a fundraising activity, the pharmacy may use demographic PHI to send you a fundraising packet, or the pharmacy may disclose demographic PHI about you to its business associates or an institutionally related foundation to send you a fundraising packet. No further disclosure will be allowed by the business associates or an institutionally related foundation without your written authorization.

## FOR ALL OTHER USES AND DISCLOSURES

Specific uses or disclosures requiring authorization: We will obtain your written authorization for the use or disclosure of psychotherapy notes, use or disclosure of PHI for marketing, and for the sale of PHI, except in limited circumstances where applicable law allows such uses or disclosure without your authorization. The pharmacy will obtain a written authorization from you for all other uses and disclosures of PHI, and the pharmacy will only use or disclose pursuant to such an authorization. In addition, you may revoke such an authorization in writing at any time. To revoke a previously authorized use or disclosure, please contact MedCart's compliance department to obtain a *Request for Restriction of Uses and Disclosures*.

## YOUR HEALTH INFORMATION RIGHTS

The following are a list of your rights in respect to your PHI.

Request restrictions on certain uses and disclosures of your PHI: You have the right to request additional restrictions of the pharmacy's uses and disclosures of your PHI; however, the pharmacy is not required to accommodate a request. If you wish to request additional restrictions, please obtain the form *Request for Restriction of Uses & Disclosures* from the pharmacy and return the completed form to the pharmacy.

# Patient Privacy

The right to have your PHI communicated to you by alternate means or locations: You have the right to request that the pharmacy communicate confidentially with you using an address or phone number other than your residence. However, state and federal laws require the pharmacy to have an accurate address and home phone number in case of emergencies. The pharmacy will consider all reasonable requests. If you wish to request a change in your communicating address and/or phone number, please obtain a form *Request for Alternative Arrangements for Confidential Communication* from the pharmacy and return the completed form to the pharmacy.

The right to inspect and/or obtain a copy of your PHI: You have the right to request access and/or obtain a copy of your PHI that is contained in the pharmacy for the duration the pharmacy maintains PHI about you. If you wish to inspect or obtain a copy of your PHI, please obtain a form *Request for Access to Records* from the pharmacy and return the completed form to the pharmacy. There may be a reasonable cost-based charge for photocopying documents. You will be notified in advance of incurring such charges, if any.

The right to amend your PHI: You have the right to request an amendment of the PHI the pharmacy maintains about you, if you feel that the PHI the pharmacy has maintained about you is incorrect or otherwise incomplete. Under certain circumstances we may deny your request for amendment. If we do deny the request, you will have the right to have the denial reviewed by someone we designate who was not involved in the initial review. You may also ask the Secretary of Health and Human Services (“HHS”), or their appropriate designee, to review such a denial. If you wish to amend your PHI files, please obtain a form *Request for Amendment to PHI* from the pharmacy and return the completed form to the pharmacy.

# Patient Privacy

The right to receive an accounting of disclosures of your PHI: You have the right to receive an accounting of certain disclosures of your PHI made by the pharmacy. If you wish to receive an accounting of disclosures of your PHI, please obtain a form *Request for Accounting of Disclosures* from the pharmacy and return the completed form to the pharmacy. You should be aware, however, that such an accounting excludes uses and disclosures made for treatment, payment, or health care operations purposes.

The right to receive additional copies of the Pharmacy's Notice of Privacy Practices: You have the right to receive additional paper copies of this Notice, upon request, even if you initially agreed to receive the Notice electronically. If you wish to receive a paper copy of this request, please ask a pharmacy workforce member and they will provide you with a copy.

The right to be notified of a breach: You have a right to be notified following a breach of your unsecured PHI, and we will notify you in accordance with applicable law.

## REVISIONS TO THE NOTICE OF PRIVACY PRACTICES

The pharmacy reserves the right to change and/or revise this Notice and make the new revised version applicable to all PHI received prior to its effective date. The revised Notice will be available, upon request, to all individuals. The pharmacy will also post the revised version of the Notice in the pharmacy.

## COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with the pharmacy and/or to the Secretary of Health and Human Services, or his designee. If you wish to file a complaint with the pharmacy or HHS, please contact:



# Patient Privacy

## **MedCart Compliance Department**

32131 Industrial Rd.  
Livonia, MI 48150  
Phone: 1-877-770-4633  
[www.medcartpharmacy.com](http://www.medcartpharmacy.com)

## **Centralized Case Management Operations**

U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.  
Room 509F HHH Bldg.  
Washington, D.C. 20201  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

The pharmacy will not take any adverse action against you as a result of your filing of a complaint.

## **CONTACT INFORMATION**

If you have any questions on the pharmacy's privacy practices or for clarification on anything contained within the Notice, please contact:

## **MedCart Specialty Pharmacy**

Compliance Department  
32131 Industrial Rd.  
Livonia, MI 48150  
Toll Free Phone #: 1-877-770-4633  
Website: [www.medcartpharmacy.com](http://www.medcartpharmacy.com)  
Email: [info@medcartpharmacy.com](mailto:info@medcartpharmacy.com)

# Patient Bill of Rights and Responsibilities

## **YOU HAVE THE RIGHT TO:**

- 1** Be treated with courtesy and respect, and receive appropriate care without discrimination in accordance with physician orders.
- 2** Receive information about the scope of care/services that are provided by MedCart Specialty Pharmacy directly or through contractual arrangements, as well as any limitations to MedCart Specialty Pharmacy's care/service capabilities.
- 3** Obtain relevant, evidence-based, current and understandable information from your MedCart Pharmacist concerning your treatment and/or drug therapy, and the proper use and storage of prescribed medications.
- 4** Discuss your specific drug therapy, the possible adverse side effects and drug interactions with other drugs, supplements or foods, and to receive effective counseling and education from your MedCart Pharmacist.
- 5** Information on how to access support from consumer advocate groups.
- 6** Be advised if a medication has been recalled at the consumer level and how to handle the recall.
- 7** Receive instructions on how to safely dispose of drugs, based on state and federal laws and regulations.
- 8** Be informed of client/patient rights under state law to formulate and Advanced Directive, if applicable.
- 9** Information on drug substitution protocols.

# Patient Bill of Rights and Responsibilities

- 10** Expect that all prescribed medications you receive are safe, accurately dosed, effective and in usable condition.
- 11** Receive information about the pharmacy patient management program, including: philosophy and characteristics; health information shared with the patient management program only in accordance with state and federal law; administration information regarding changes in or termination of the same; and decline participation, revoke consent, or disenroll at any point in time from services or treatment.
- 12** Be able to identify MedCart Specialty Pharmacy representatives you're working with through proper identification and, if requested, speak with their supervisor.
- 13** Confidentiality and privacy of all your patient counseling information contained in your patient record and all your Protected Health Information, as described in MedCart's Notice of Privacy Practices (NOPP) , which is consistent with state and federal law.
- 14** Choose the pharmacist and pharmacy provider where your prescriptions are filled and not be pressured or coerced into transferring your prescriptions to another pharmacy or mail order service.
- 15** Contact MedCart Specialty Pharmacy with any complaints and/or grievances about medication or privacy matters at (734) 762-6600 or toll free at 1-877-770-4633 and ask for the Pharmacy Manager or Compliance Officer, contact us through our website [medcartpharmacy.com](http://medcartpharmacy.com) or contact us via email at [info@medcartpharmacy.com](mailto:info@medcartpharmacy.com).

# Patient Bill of Rights and Responsibilities

- 16** Voice your grievances/complaints regarding treatment, care or lack of respect, or to recommend changes in policy, personnel or care/service without restraint, interference, coercion, discrimination or reprisal.
- 17** Have grievances/complaints regarding treatment of care that is (or fails to be) furnished, or lack of respect of property investigated.
- 18** Choose a health care provider, including choosing an attending physician, if applicable.
- 19** Receive in advance of care/services being provided complete oral and written explanations of charges for care, treatment, services and equipment, including the extent to which payment may be expected from Medicare, Medicaid or any other third-party payer, charges for which you may be responsible, and an explanation of all forms you are requested to sign.
- 20** Be informed of any financial benefits that might accrue when you are referred to an organization.
- 21** Be advised of any change in MedCart Specialty Pharmacy's plan of service before the change is made.
- 22** Offered assistance with any eligible internal programs that help with patient management services and manufacturer copay and patient assistance programs.
- 23** Pharmacy health and safety information that includes patient's rights and responsibilities.
- 24** Be advised on MedCart's policies and procedures regarding

# Patient Bill of Rights and Responsibilities

the disclosure of clinical records.

- 25** Receive information in a manner, format and/or language that you understand.
- 26** Have family members, as appropriate and as allowed by law, and with your authorization or the authorization of your personal representative, be involved in your care and treatment, and/or service decisions affecting you.
- 27** Be fully informed of your responsibilities.
- 28** You have the right to know the appropriate state regulatory body's hotline telephone number(s) to file a complaint/concern if you feel your concern has not been resolved by MedCart.
  - State of Michigan Consumer & Industry Services Bureau of Health Services:  
  
P.O. Box 30670, Lansing MI 48909-8170 or download a complaint form online: [www.michigan.gov/mdc](http://www.michigan.gov/mdc)
  - Michigan Board of Pharmacy: Phone: 517-373-9196

## **YOU HAVE THE RESPONSIBILITY TO:**

- 1** Adhere to the plan of treatment or service established by your physician or health care provider.
- 2** Participate in the development of an effective plan of care/treatment/services.

# Patient Bill of Rights and Responsibilities

- 3** Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.
- 4** Ask questions about your care, treatment and/or services, or to have clarified any instructions provided by MedCart Specialty Pharmacy representatives.
- 5** Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition.
- 6** Notify your doctor of your participation in our patient management program.
- 7** Notify MedCart Specialty Pharmacy if you are going to be unavailable for scheduled delivery times.
- 8** Treat MedCart Specialty Pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.
- 9** Care for and safely use medications, supplies and/or equipment, according to instructions provided, for the purpose they were prescribed and only for/on the individual for whom they were prescribed.
- 10** MedCart should be notified of any changes in your physical condition, physician's prescription or insurance coverage. Notify MedCart Specialty Pharmacy immediately of any address or telephone changes whether temporary or permanent.

# Patient Bill of Rights and Responsibilities

- 11** Pay all invoices upon receipt, and understand that unpaid accounts will be considered in default if not paid within sixty days, after which a default charge will be imposed at 1.5% per month on unpaid balances or the maximum legal interest rate, whichever is lower; and, if applicable, pay the default charge together with reasonable attorney's fees and costs of collection.
- 12** Understand that MedCart Specialty Pharmacy acts solely as an agent for you in filling for insurance or other benefits assigned to it; understand that MedCart Specialty Pharmacy assumes no responsibility for assuring that benefits so assigned will be paid; and understand that your account will only be credited when MedCart Specialty Pharmacy actually receives payment.

# Benefits and Limitations of the Patient Services Management Program

## Benefits

- 1** Refill reminders and personalized phone calls and attention
- 2** Pharmacist consultations and counseling at least once a month
- 3** Additional educational information about medications are provided
- 4** Increased coordination of care with all patient's prescribers and care givers
- 5** Improved adherence rates
- 6** Elimination of adherence barriers and formations of care plans
- 7** Better patient outcomes

## Limitations

- 1** Difficulty reaching patients on a consistent basis
- 2** Many patients are transient or resistant to care
- 3** Patient must adhere to prescribed drug therapy to gain benefits from the medication
- 4** Patient engagement and willingness to provide updates on health status
- 5** Patients want faster response times to therapy changes
- 6** Patients must be willing to actively participate in the program
- 7** Difficult to demonstrate patient outcomes to the patient for various disease states
- 8** Patient management consultations do not replace prescriber appointments



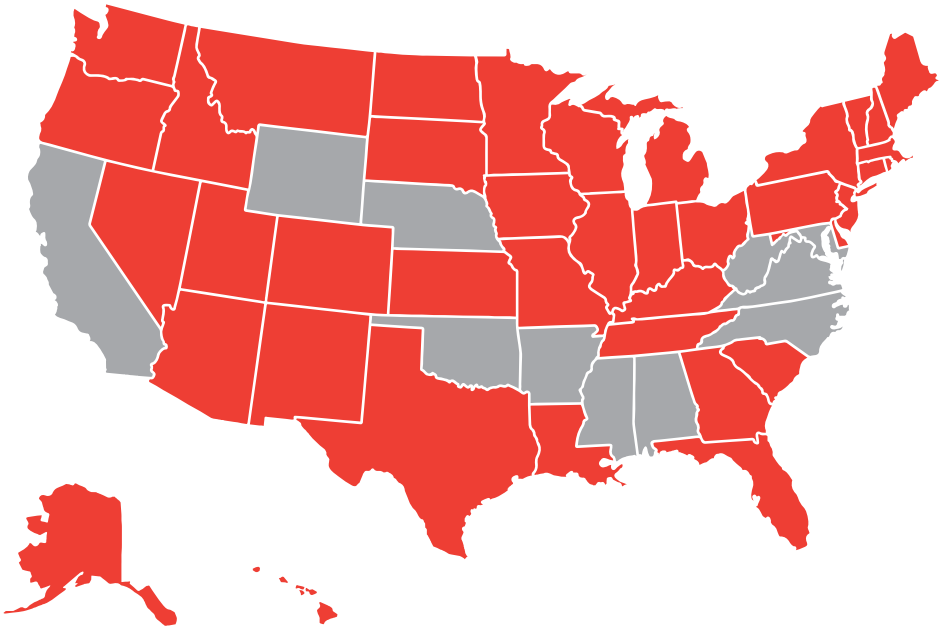
# Benefits and Limitations of the Patient Services Management Program

## **Additional Information**

- Advance directives (power-of-attorney; living will; a statement of patient's wishes) may be faxed, emailed, or mailed to the pharmacy.
- Available on our website or by request:
  - Emergency management
  - Safe Medication Storage and Disposal
  - Infection prevention and control education

# Areas of Service

**MedCart Specialty Pharmacy is licensed to service patients in the following states:**



- |             |               |               |                |
|-------------|---------------|---------------|----------------|
| Alaska      | Indiana       | Montana       | Rhode Island   |
| Arizona     | Iowa          | Nevada        | South Carolina |
| Colorado    | Kansas        | New Hampshire | South Dakota   |
| Connecticut | Kentucky      | New Jersey    | Tennessee      |
| Delaware    | Louisiana     | New Mexico    | Texas          |
| Florida     | Maine         | New York      | Utah           |
| Georgia     | Massachusetts | North Dakota  | Vermont        |
| Hawaii      | Michigan      | Ohio          | Washington     |
| Idaho       | Minnesota     | Oregon        | Wisconsin      |
| Illinois    | Missouri      | Pennsylvania  | Wyoming        |

# Obtaining Medications and Services

## **Delivery of your specialty medications**

We coordinate delivery of your specialty medications to your home, your prescriber's office or an approved alternate location. We will also include any necessary supplies, such as needles, syringes and alcohol swabs. Delivery to approved areas of service - see map on page 26.

If your medications require special handling or refrigeration, they will be packaged and shipped accordingly. If you cannot be there to accept the package, we can arrange for it to be left at your home or an approved alternate location.

## **How to fill a new prescription**

MedCart Specialty will work with your prescriber when you need a new prescription drug. In many cases, your prescriber will fax MedCart Specialty a new copy of your prescription. However, you may also call MedCart Specialty and request that we contact your prescriber to obtain a new specialty prescription.

## **Ordering refills**

A patient care coordinator will call you before your medication is scheduled to run out to check your progress and determine the shipment of your next refill. Please call 1-877-770-4633 during our normal office hours if you have any questions or need help.

## **Medications not available at MedCart Specialty**

If you cannot obtain a medication at MedCart Specialty, your patient care coordinator will work with you and another pharmacy to ensure you receive your drug.

If you want your prescription transferred to another pharmacy, please contact your patient care coordinator and we will transfer your prescription on your behalf.

# Obtaining Medications and Services

## Pharmacists

MedCart Specialty's pharmacists are specially trained on the medication you are taking, and they are here to answer your questions about your care plan. Please call a MedCart Specialty pharmacist if you have any questions regarding your treatment. In the case of an emergency, call 911. A licensed pharmacist is available 24 hours a day, 7 days a week, for any urgent needs relating to your medication. After normal business hours, please leave your contact information with our after-hours answering service and the pharmacist on-call will promptly return your call.

## Patient care management programs

At MedCart, we specialize in more than medication. We are experts in patient care. Our patient liaisons are trained in complex disease states and ready to assist you throughout your care regimen.

## Here's how we can help.

**Dedicated patient liaison:** Every MedCart customer is assigned a dedicated patient liaison, who can help you make sure you're taking your medication correctly and getting the most out of your treatment. Your patient liaison can also help if you experience side effects or need any special assistance with your order or payment.

**Convenient delivery:** We deliver most medications six days a week – and offer free local delivery throughout the Greater Detroit area. We'll deliver wherever you are: at home, at work or even on vacation. Delivery to approved areas of service - see map on page 26.

# Obtaining Medications and Services

**Claims:** No need to worry about insurance claims. We'll take care of all the paperwork by arranging for prior authorization, filing insurance claims and following up in the event of a claim denial to help you make the most of your benefits.

**Treatment support:** Our patient liaisons and pharmacists are experienced in complex disease management. So we can help you at every step of the way, with guidance in every area of your care.

**Health information for common conditions:** MedCart Specialty will attach manufacturer information to your prescription regarding your medication, treatment options, diagnosis and common treatment options.

# Patient Information

## **Patient issues and concerns**

If you have any concerns about your medications, services received, delivery or other issues, please call our Patient Care Contact Center at 1-877-770-4633. We would be glad to assist you.

## **Appeals**

If your health plan denies coverage for your medications, or if you disagree with the benefits or coverage of your medications, you may have the right to file an appeal with your health plan. Contact your health plan for more information.

## **Returned goods policy**

Your State Board of Pharmacy Regulations forbids 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. MedCart Specialty's patient care coordinator will arrange a return and reship of medication if your medication or supplies are defective.

## **Returning supplies and equipment**

Supplies: Once supplies have been delivered to your home, MedCart Specialty cannot reuse them. Keep the supplies you may be able to use in the home and dispose of the rest. If you have questions about disposal, please call 1-877-770-4633. We will be happy to assist you.

## **Patient equipment**

Please call 1-877-770-4633 as soon as your therapy has been discontinued so that we can make arrangements for the return of your equipment.

## **Disclosure and confidentiality policy**

MedCart Specialty's top priority is protecting the confidentiality of the information you, your health plan and your health care

# Patient Information

providers share with us. We promise to use this information only to deliver the services your health plan has contracted with us to provide, and to provide you with helpful information. Please carefully read the Notice of Privacy Practices within the Welcome Packet and sign the acknowledgment on your delivery ticket.

## **Generic medication substitution**

Whenever possible, MedCart Specialty will substitute a lower-cost generic medication for a brand-name medication unless you or your prescriber has asked for a specific brand-name drug. This may occur for new prescriptions, refills, therapeutic changes and prescription transfers.

## **Medication delays**

If your medication is delayed, a MedCart Specialty patient care coordinator will call you to provide assistance.

## **Drug recalls**

MedCart Specialty follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. MedCart Specialty will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, MedCart Specialty will contact your prescriber or your health plan.

## **Regulatory changes**

If state or federal regulations change the way we provide your care, MedCart Specialty will notify you of the change and our plan of care.

## **Controlled substances**

MedCart Specialty handles and stores controlled substances according to state and federal laws and regulations to prevent diversion and abuse.

# Payment Policy

## **Drug claims**

MedCart Specialty will bill your insurance company for you. However, you may still have to pay a portion of the cost, which is called a copayment.

You will be responsible for paying your copayment when you order your medication or refills. We will tell you the exact amount you need to pay MedCart Specialty.

## **Medical insurance claims**

MedCart Specialty will bill all medical insurance claims for you if applicable. However, you may be responsible for paying a coinsurance and/or deductible amount.

## **Outstanding balances**

If for any reason you owe a balance, the balance will need to be paid prior to your next refill. We accept all major credit cards, check, cash and money orders.



# Frequently Asked Questions

## How do I contact you?

You can reach us at 1-877-770-4663.

## What are your hours of operation?

We're available by phone and email 24 hours a day, 7 days a week. Regular business hours are Mon. - Fri. from 9:00 am - 6:00 pm and Sat. from 10:00 am - 3:00 pm. We're closed on Sundays and major holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

## What areas do you service?

We service Michigan and the surrounding states with a national footprint. See areas of service map on page 26. To find out if MedCart can serve your needs, please contact us today.

## How do I order a new prescription?

There are two options for placing new orders:

- 1** You can mail your new prescriptions to:  
MedCart  
32131 Industrial Rd.  
Livonia, Michigan 48150  
*Please include your first and last name, address and date of birth with a phone number we can use to contact you if there are any questions.*
- 2** Your doctor can fax, call or electronically prescribe a new prescription to us at:  
Fax: 1-877-771-4633 Phone: 1-877-770-4663

**Please note:** Certain controlled substance medications cannot be faxed. The original prescription must be sent to us by mail. If for some reason you are unable to mail the prescription, you can drop it off with a pharmacist at our facility. *MedCart is a closed-door facility so this option is for emergencies only.*

# Frequently Asked Questions

## **How do I refill my prescription?**

You can refill your medications 24 hours a day, 7 days a week, online <https://www.medcartpharmacy.com/order-today/prescription-refills/> or by phone at 877-770-4663.

Please inform the representative of any changes in your insurance coverage to prevent any delays.

## **How much will my prescription cost?**

This will vary depending on your insurance coverage. Most of the time we can answer this when you call us, or we'll help direct you to the right place to get the information you need.

## **How can I pay for my prescription order?**

When requesting your prescription, the representative will coordinate payment. We accept checks, money order, cash or credit cards.

Do not give any personal information until you have spoken with your MedCart representative and they have requested credit card information for payment with your consent. Please do not mail cash.

## **What is MedCart Specialty Pharmacy?**

MedCart Specialty Pharmacy is an industry-leading pharmaceutical and health care provider serving the unique needs of patients with complex diseases. We offer complete solutions for patients and physicians. While typical patient/pharmacy interactions are limited to processing medications prescribed by a physician, at MedCart we not only work closely with prescribing physicians – we also give patients special attention. Our highly qualified team of pharmacists and support staff brings together expert clinical services and medication management, customized to the individual needs of each patient and physician, to ensure the best possible medication treatment outcomes.

# Frequently Asked Questions

## **What is MedCart's mission statement?**

To provide affordable specialty pharmacy services of the highest quality, along with patient-centered clinical management and auxiliary services that deliver optimal patient outcomes.

## **What conditions does MedCart treat?**

We specialize in medication for complex conditions and pharmaceutical needs including:

- Crohn's disease & ulcerative colitis
- Infertility & growth hormone treatments
- HIV & hepatitis
- Multiple sclerosis
- Psoriasis
- Oncology
- Rheumatoid arthritis

## **What services does MedCart provide?**

We provide prescription drugs and intravenous medications, serving patients, physicians, payers and manufacturers.

We also offer services that make life easier for physicians and their patients, including:

- State-of-the-art medication packaging and distribution
- An extensive range of specialty medications in stock, including brand name, generic and hard-to-find medications
- Pharmacy consulting services
- Multi-lingual staff
- Convenient ordering options
- 24/7 customer service, including a pharmacist on call around the clock
- Personalized client service and support, with dedicated individuals assigned to each physician and patient

# Frequently Asked Questions

## **Does MedCart serve Medicare patients?**

Yes. We accept Medicare and provide services to help patients make the most of their benefits and navigate the Medicare system.

## **Does MedCart offer third-party funding assistance?**

We do. We help patients connect to applicable copay cards, manufacturer programs and third-party foundations.

# Patient Safety

## **Adverse drug reactions**

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

## **How to throw away home-generated biomedical waste\***

Home-generated biomedical waste is any type of syringe, lancet or needle (“sharps”) used in the home to either inject medication or draw blood.

Special care must be taken with the disposal of these items to protect you and others from injury, and to keep the environment clean and safe.

If your therapy involves the use of needles, an appropriately sized sharps container will be provided. Please follow these simple rules to ensure your safety during your therapy.

## **Sharps**

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can or liquid detergent container) 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  $\frac{3}{4}$  full.

## **Disposal**

Check with your local waste collection service to verify the disposal procedures for sharps containers in your area. You can ask your prescriber’s office about the possibility of disposing of items in the prescriber’s office during your next office visit. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at <http://www.cdc.gov/needledisposal/>.

# Patient Safety

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

**If your therapy does not involve the use of needles or sharp items** you do not need a sharps container. You should place all used supplies (e.g., syringes or tubing) in a bag you can't see through. Put this bag inside a second bag, and put this in your garbage with your other trash.

## Hand-washing Instructions

If you use any kind of injectable medication, it's important to wash your hands thoroughly first. These hand-washing tips from the Centers for Disease Control and Prevention will keep you from contaminating your medication vials or injection site:

- Use soap and warm water to wash your hands.
- Rub your hands together for at least 20 seconds and scrub all surfaces.
- Rinse your hands under running water and dry your hands using a paper towel or air dryer.
- If you can't find soap and water, clean your hands with an alcohol-based hand sanitizer. Rub the sanitizer all over your hands. This includes under your nails and between your fingers, until your hands are dry.

Also be sure to dispose of needles properly using an appropriate container to prevent anyone else from getting pricked or scratched with your used needles. **If no water supply is available, use an alcohol-based antibacterial hand cleanser.**

# Patient Information on Emergency Preparedness

## General home safety – patient education

Each year nearly 21 million family members suffer injuries in the home. 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 lit and use night lights as needed.
- 7** Have a flashlight that works.

### **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 1-800-222-1222.

# Patient Information on Emergency Preparedness

## Fire and burn prevention

- 1** Have smoke detectors in the home, and replace batteries at least once per 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° F.
- 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:
  - If bedridden, tie a knot in the head and foot of the sheet.
  - Using the sheet, pull the person to safety. If two people are available, make a chair from the rescuers' arms and carry the patient to safety.
- 2** If safe, alert the fire department. Otherwise evacuate area.
- 3** Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.

Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department when you are safe.



# Patient Information on Emergency Preparedness

## **Natural disasters (earthquake, hurricane and tornado)**

- 1** In disaster-prone areas, store food and extra bottled water. Have a transistor radio, flashlights and extra batteries. Report any special needs for a backup generator to electric and gas companies.
- 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 area if necessary.
- 6** If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

## **Power outage**

- 1** Notify your gas and electric companies if there is a loss of power. Report any special needs for a backup generator to the electric and gas companies.
- 2** Have a transistor radio, flashlights, batteries and/or candles available. (If on oxygen, turn it off before lighting candles.)

## **Flood**

- 1** In flood-prone areas, store extra food and extra bottled water. Have a transistor radio, flashlights and batteries available. Get a pipe wrench to shut off valves for gas and water. Report any special needs for a backup generator to the electric and gas companies.
- 2** Unplug your infusion pump unless the IV pole is touching water.
- 3** Evacuate the area.
- 4** Contact the local law enforcement or emergency preparedness.

# Patient Concern and Complaint Form

We want to provide your therapy and patient experience to your complete satisfaction. If you are not happy with the care or services we have provided, we want to know about it. If you have any concerns or problems with your medications or services, you can contact us at 1-877-770-4633. We will be glad to help you with any concerns. If you wish to file a written complaint you may do so using this form. We take all concerns very seriously and view them as opportunities to improve our services.

Patient Name \_\_\_\_\_

Date of Concern/Complaint \_\_\_\_\_

Employee involved (if applicable) \_\_\_\_\_

Nature of problem \_\_\_\_\_

Complete description of concern/complaint \_\_\_\_\_

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# Emergency Phone Numbers

MedCart Specialty: [1-877-770-4633](tel:1-877-770-4633)

Primary care provider name \_\_\_\_\_

Primary care provider phone \_\_\_\_\_

Police \_\_\_\_\_

Fire \_\_\_\_\_

Phone company \_\_\_\_\_

Water district \_\_\_\_\_

Electric company \_\_\_\_\_

Gas Company \_\_\_\_\_

Nearest emergency room \_\_\_\_\_

Ambulance \_\_\_\_\_

Poison control [1-800-222-1222](tel:1-800-222-1222) \_\_\_\_\_





**ACCREDITED**  
Specialty Pharmacy  
Expires 9/1/2019

32131 Industrial Road  
Livonia, Michigan 48150

Phone **877.770.4MED (4633)**

Fax 877.771.4MED (4633)

[medcartpharmacy.com](http://medcartpharmacy.com)