



Patient Frequently Asked Questions (FAQs)

When is the Pharmacy open?

Our pharmacy teams are available at **(833) 354-2220**, Monday – Thursday, 8 a.m. to 7 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT. We are closed Saturdays, Sundays and most major holidays. An on-call pharmacist is available for emergency assistance 24 hours a day, 7 days a week at **(833) 354-2220**.

What is a specialty pharmacy?

A specialty pharmacy provides personalized medication management for chronic and serious conditions. As your specialty pharmacy, we provide you with caring and customized care management because we know that specialty medications are often expensive and need specialized support and coordinated care. We also coordinate with the prescribers and others involved in your care.

Why should I use OSF HealthCare Specialty Pharmacy instead of my regular pharmacy?

Certain medications are designated as “specialty” on your benefit plan’s drug list (known as a formulary). Those medications need to be filled at a specialty pharmacy.

Our top priority is to ensure you understand how to take or use your medication. We also work closely with your health care provider to provide personalized support and refill reminders. These personalized services help monitor your specialty medication needs. Our well-trained specialists and pharmacists are available to answer your questions.

Some insurance plans also offer a lower or reduced copayment for filling your specialty medications at our pharmacy.

What are the benefits of participating in Patient Management Program?

By participating in our Patient Management Program, you will receive personalized clinical services and recommendations that aim to improve your overall quality of life. You will have access to clinicians that can provide comprehensive care coordination and medication review throughout the course of your therapy.

Our clinicians will provide strategies to help you prevent adverse events and tips for managing potential interactions and side effects. We are happy to answer any questions you may have regarding your medical condition or medication.

The benefits of the program are only limited by your willingness to participate and share information. You can opt out of the program at any time.

How do I order a new prescription?

It’s easy! Just call us at **(833) 354-2220** to get started.

Our clinical team will work with you and your provider to fill your prescription. Our team will verify your information and review medication details. We will also confirm the shipping address and delivery date and time.

How long will it take to get my medications?

We want to make sure you don't miss any doses of your medication. Our standard processing time is normally one business day, not including delivery time. If processing takes longer, we will notify you of your options so you don't go without medication.

Medications are sent using the best shipping method to meet the requirements of the medication you are taking or using. Overnight priority is available or required for some medications. For next-day deliveries, we ship prescriptions Monday through Thursday.

We use experienced express services to ensure safe and timely delivery to your home. We are also able to ship to providers' offices or clinical settings where the medication can be dispensed by a health care professional. However, there are certain locations, such as other pharmacies, where we cannot ship your medication.

Do you offer Saturday delivery?

We recommend that prescription delivery occurs during the week to guarantee delivery service. However, we can arrange for Saturday delivery if required. A patient care specialist will review your medication and shipping needs and coordinate a delivery date and timeframe that best suits you.

Do I have to pay for shipping my medications?

No, there is no cost for shipping or handling.

Where is the dispensing pharmacy located?

OSF HealthCare Specialty Pharmacy is located at the OSF Medi-Park Pharmacy adjacent to OSF HealthCare Saint Francis Medical Center in Peoria, Illinois.

How do I find the status of my order?

If you need to find the status of your prescription, please call us and we will help you find where your prescription is and when you will receive it.

If you have signed up for texting program, you may also receive a notification once your order has shipped that includes the tracking number.

How do I refill my prescription?

We will contact you when you have seven days remaining of your medication. If you only have seven days remaining of your medication and you have not heard from us, please call us. Remember to inform the pharmacy team member of any insurance changes, address changes or rush order needs.

For eligible medications, you can also sign up for our texting program to receive refill requests by text.

What do I do if I need my medications in an emergency?

Please contact our pharmacy at **(833) 354-2220** in cases of emergency. We will work with you to get your prescription as quickly as possible. Please provide the name(s) and phone number(s) of anyone you would like us to contact on your behalf in the case of an emergency.

Do I have to be there to sign for the prescription when it is delivered?

No. A pharmacy team member will always contact you before medications are shipped to confirm the delivery date and approximate time of shipment. If you cannot accept the medication on the scheduled delivery date and time, you can talk to a specialist to confirm a safe place to leave the package. This allows you to easily retrieve the delivery on time. If you choose the "signature required" option, we will coordinate with you to schedule the most convenient delivery time to ensure that you will be available to sign for the prescription.

My provider said that I will need to inject some of the medications myself. Can you provide information that will help me?

Yes, we are here to help you. Our pharmacy provides helpful education about administering self-injections. Our pharmacists and nurses are available to review the injection process with you. Also, the medication is delivered with helpful information that offers guidance on administration.

What do I do if I have a reaction to my prescription?

If your reaction results in an emergency situation, call 9-1-1 immediately. If you have any other side effects, call us and we will work with you and your provider to determine the best options for you.

How much will my prescription cost?

Prescription cost depends on your insurance. The cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication your provider indicated or as allowed by your insurance benefit.

If you have Medicare Part D drug coverage, the cost of your prescription will change as you meet your deductible and initial copay, progress through the "donut hole" and reach total out-of-pocket maximum. Our Pharmacy Team can assist you in determining and understanding your options.

How do I pay for my specialty medications?

Our pharmacy provides several payment options, including most major credit cards, personal check and debit card. This includes health savings account (HSA) cards with a Visa or MasterCard logo.

How do I safely dispose of my medications?

It is important to properly dispose of your medications. The U.S. Food and Drug Administration (FDA) provides up-to-date information in their online guide, *Disposal of Unused Medicines: What You Should Know*. Please visit the following website to learn more: [osfhealthcare.org/drugdisposal](https://www.osfhealthcare.org/drugdisposal)

How do I file a grievance or patient concern?

Please follow the instructions on the grievance and patient concern form included in the Welcome Packet.

How do I file a complaint if I am unable to resolve my request for a consult or concern about a delivery?

Please call **(833) 354-2220** and ask to speak to a supervisor. The supervisor will work with you to resolve your concern. If your concern is still not addressed, you may file a grievance or complaint through your State Board of Pharmacy by visiting our website to locate your State Board of Pharmacy contact information.

What are Patient Copay or Financial Programs?

These programs may reduce overall drug costs, out-of-pocket copays, coinsurance or other fees and expenses. They may also provide educational materials and assistance related to your medications.

What information is disclosed?

Our pharmacy will share limited information about you and what drugs you receive. We may also share medical and payment data. This information may be helpful in determining if you qualify for medication-related assistance.

Why is this program checked on my Authorization Form?

This means you gave verbal consent to participate in the program during your first call with our pharmacy team.

Who receives this information?

Our pharmacy shares information with financial assistance organizations and drug manufacturers who support these programs. These groups may also work with other partners and data aggregators.

Is information used by the Copay/Financial Program protected by federal privacy regulations?

No. These programs are not subject to federal privacy regulations. However, they may be subject to other confidentiality rules. These programs will provide confidentiality statements explaining how your information will be protected.

If I do not participate in a Copay/Financial Program, will the pharmacy still fill my drugs?

Yes. Your participation in these programs is entirely voluntary. We will continue to fill your medications as directed by your prescriber.

Are other assistance programs available to reduce my costs?

We may be limited in the types of assistance it can provide. These programs are not funded by our pharmacy.

If I revoke my authorization, does it end my Copay/Financial Program assistance?

Revoking your authorization may end your Copay/Financial Program assistance. If a program requests additional information after you revoke the authorization, we may not be able to provide this information.