

A photograph of a man and a child ice skating on an outdoor rink. The man, wearing a grey puffer vest, dark pants, and a black fur-lined hat, is smiling and holding the child's hands to help them balance. The child is wearing a plaid jacket, dark pants, and a grey helmet. The background shows bare trees and a clear sky.

WELCOME PACKET

SPECIALIZING IN  
CHRONIC AND  
COMPLEX  
CONDITIONS

**ENVISIONSPECIALTY**

— A DIVISION OF ENVISION PHARMACIES —

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

# WELCOME TO ENVISIONSPECIALTY

EnvisionSpecialty, a division of EnvisionPharmacies, serves as the comprehensive foundation for your specialty pharmacy solutions.

EnvisionSpecialty provides pharmacy services to patients who require specialty medications, injectable pharmaceuticals and complex treatment regimens. Our pharmacy focuses on safe, effective administration and delivery of these drugs while offering the highest levels of compassionate, personalized customer care.

If you have received your specialty medications from another pharmacy provider in the past, you can be assured of a seamless transition of your prescriptions to EnvisionSpecialty and look forward to more individualized care and attention.

## **ENVISIONSPECIALTY SERVICES INCLUDE:**

- Disease-specific medication management
- Convenient delivery of infusion or injectable medications direct to you or your physician
- Refill reminder calls so your medication is ready when you need it
- Pharmacists and technicians specially trained in patient management of complex disease states
- 24/7 Care Team
- Patient advocates to help coordinate your benefits, including services to help find insurance or other financial assistance for your medication
- A dedicated phone line for specialty services: 877-437-901
- A convenient, easy to read label

Again, welcome and we look forward to working for you. If you have any questions regarding the transition or services available please do not hesitate to call a patient care coordinator at 877-437-9012.

Sincerely,

EnvisionSpecialty

# SPECIALTY MEDICATION

## **WHAT IS A SPECIALTY MEDICATION AND WHY ARE THESE MEDICATIONS HANDLED DIFFERENTLY?**

There is not a one-size-fits-all definition for a specialty medication. But in order to get a better understanding, often these medications are high cost and have special distribution requirements. These medications have certain storage and patient education requirements as well.

Specialty medications are taken a variety of different ways including orally, inhaled or injected. They are usually associated with complex and chronic disease states and patient management services are an important part of specialty management services.

## **OUR PATIENT CARE TEAM IS HERE FOR YOU**

EnvisionSpecialty has developed a team of patient care coordinators and clinical pharmacists that are here to help you with every step in your treatment process. Because we know you may have needs outside normal business hours, we have provided you with an easy solution to reach us when you need us the most.

For assistance, call us toll free, 24 hours a day, 7 days a week at: 877-437-9012

In the event of an emergency, you can reach us at the toll-free number above 24 hours a day/7 days a week.

## **OUR REGULAR HOURS OF OPERATION ARE:**

- Monday-Friday: 8:00 am-10:00 pm
- Eastern Standard Time (EST)
- Saturday: 8:30 am-4:30 pm (EST)

You may also email: [specialty@envisionrx.com](mailto:specialty@envisionrx.com) or visit: [envisionspecialty.com](http://envisionspecialty.com).

# FILLING YOUR RX AT ENVISIONSPECIALTY

## HOW IS YOUR PRESCRIPTION PROCESSED?

We know how important your medications are to you and offer a convenient solution to processing your prescriptions.

Your physician can either fax directly to

**877-309-0687**

or call our toll-free patient care line

**877-437-9012**

OR

You or your physician can mail prescriptions directly to

EnvisionSpecialty

PO BOX 3094

North Canton, Ohio 44720

Once our pharmacy receives your prescription, we work quickly to enter your prescription(s) into the system and reach out to your insurance company to determine your benefits. Specialty medications are sometimes paid for by your prescription plan while others can be applied to your medical benefit. We realize that this task is difficult to complete and we can bill both your prescription plan and medical plan as well as many secondary insurances in order to get the medication to you quickly. We will also help with the transition of insurance changes as they occur. Our benefits verification staff is here to help make these determinations for you and will also reach out to your physician and your insurance company when a pre-authorization must be obtained. We also help identify if there are any out-of-pocket costs you might have to pay in order to receive this medication.

The clinical staff at EnvisionSpecialty has your safety and care in mind. A pharmacist will verify your medications and makes sure to screen each medication for drug interactions, allergy-related problems and if the medication and strength is right for you.

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# MEDICATION REFILLS

## HOW DO YOU GET YOUR MEDICATIONS?

Scheduling your medication deliveries couldn't get any easier. A patient care coordinator will reach out to you to schedule your medication delivery with every fill. Based on your medication usage, we will contact you approximately 10 days prior to your next refill to schedule delivery of your prescription. During this call, the coordinator will discuss all of the delivery options and will then schedule a delivery date to meet your schedule. We offer many flexible delivery options, including shipping medications to:

- Your Home
- Alternate Address
- Place of Employment
- Physician's Office

We ship almost every package via an expedited means (for example: UPS Next Day Air). In order to ensure the safety of your package, we require an adult signature upon delivery. In addition to determining the most convenient delivery options, we will help identify any supplies you may need to go along with your medication.

During the scheduling process, the coordinator will also discuss your out-of-pocket costs. It is important to us that you can always afford your medication, so we can discuss possible financial assistance programs available to you.

The clinical staff is also prepared to help you with your therapy. With each call you receive from us to schedule your next fill, we ask a few questions regarding your therapy in order to assist you with any questions or side effects. Through this routine screening, we are often able to identify areas where we can help out, like injection training needs and side effect management. Our primary goal is to support you and your doctor to help reach your treatment goals.

# PAYMENT AND SHIPPING SERVICES

## WE OFFER OUR CUSTOMERS SEVERAL NON-PENALTY PAYMENT OPTIONS:

- Secure Credit Card transactions
- Electronic Check options
- Invoicing (certain restrictions apply)

## MEDICATION PREPARATION & DELIVERY

Once your medication is scheduled for delivery, the pharmacy will start the fulfillment process. Your medications are labeled for you and contain clear instructions on how to use them. The medication is prepared in accordance with your doctor's order and the pharmacy will package your medication for delivery. Because the medication is being shipped to you, we take many precautions to make sure you receive it the same way we shipped it. We take all appropriate measures to make sure your medications are kept in temperature-controlled environments and are packaged to prevent any damage that may occur during the shipping process. We often use coolers, ice packs, temperature control tags and bubble wrap.

Your medication is not the only thing you will find in your package upon delivery. Patient medication guides as well as delivery ticket information are included with every shipment. Depending on your medication, you may have supplies (alcohol pads, sharps containers), as well as educational materials.

Once everything is packaged for you, the pharmacy will coordinate delivery and collect a tracking number for proper monitoring. When your package leaves our facility you can be assured we are tracking it to its final destination. Shipping delays can happen, but we have taken additional steps to protect your medication. We have a team tracking all shipments and confirming deliveries. In the event of a delay, EnvisionSpecialty will take the necessary actions to assist with the delivery.

# SPECIALTY PATIENT MANAGEMENT SERVICES

EnvisionSpecialty realizes the importance of supporting you throughout your therapy. We offer a broad range of comprehensive services:

- Disease State Education and Monitoring
- Injection Training and Technique
- Side Effect Management Strategies
- Patient Medication Counseling Services

These services are provided to you at no additional charge and you have the right at any time to notify us that you do not wish to participate in our patient care programs. We have included a copy of our patient's rights and responsibilities below.

# PATIENT CARE PROGRAM

## PATIENT'S RIGHTS & RESPONSIBILITIES

EnvisionSpecialty wants to encourage you as a patient to speak openly with your pharmacy team, take part in your care and promote your own safety by being well informed and involved in the process. Because we want you to think of yourself as a partner in your care, we want you to know and understand your rights and responsibilities while you are an active patient in our patient management program. We invite you and your caregivers to join us as active members of your care team.

### YOUR RIGHTS:

- You have the right to know about philosophy and characteristics of the patient management program.
- You have the right to be informed of your rights at the earliest possible moment in the course of your care.
- You have the right to have your patient record used only for the purposes of treatment, payment and health care operations, except as otherwise required or permitted by applicable law, rule or regulation.
- You have the right to identify the staff member of the patient management program and his/her job title and to speak with a supervisor of the staff member, if requested.
- You have the right to receive information about the patient management program.
- You have the right to receive administrative information regarding changes in or termination of the patient management program.
- You have the right to decline participation, revoke consent or dis-enroll at any point in time.
- You have the right to communications that you can understand. We will provide foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding and language.
- You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with a pharmacy manager. You may contact the pharmacy manager at 877-437-9012 or email [specialty@envisionpharmacies.com](mailto:specialty@envisionpharmacies.com).

### YOUR RESPONSIBILITIES:

- You have the responsibility to submit any forms that are necessary to participate in the patient management program, to the extent required by law.
- You have the responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information.
- You have the responsibility to notify your treating provider of your participation in the patient management program, if applicable.
- You have the responsibility to ask questions if you do not understand directions or information.
- You have the responsibility to be respectful of all patient management program staff.
- You have the responsibility to provide accurate information needed for processing your insurance coverage.
- You have the responsibility to notify the pharmacy manager if you think your rights have been violated or if you have a complaint.

Our team of health care professionals at EnvisionSpecialty is here to help you. We realize that treating complex diseases is a process and we are here to answer all of your questions and concerns. Please call us if you feel your rights have been violated or if you have questions.