

# New Patient

INFORMATION BOOKLET



**Avera**   
Specialty Pharmacy

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# Avera Specialty Pharmacy Mission, Vision and Values

## **Mission**

Our mission is to support the Avera Health ministry by providing leadership and expertise in medication delivery and medication therapy optimization for the patients and providers we serve.

## **Vision**

We strive to be the clinical and administrative experts in our profession. We desire to be known as the drug information specialists for the benefit of our patients, physicians, nurses and allied health professionals. We dedicate ourselves to provide the pharmaceutical expertise and drug therapy necessary to ensure optimal outcomes for our patients and improve the quality of their lives.

## **Values**

Compassion

Teamwork

Hospitality

Service

*“Dedicated people delivering exceptional care”*

# Welcome to Avera Specialty Pharmacy

Thank you for choosing Avera Specialty Pharmacy. We look forward to providing you with the specialty medication(s) ordered by your doctor.

Specialty medications typically require special handling, administration or monitoring beyond that which a traditional retail pharmacy can provide. Our highly trained staff will work closely with you, your doctor and your insurance company to ensure that your needs are met. We are committed to providing you with personalized care, clinical expertise, quality products and outstanding customer service.

Please take a few moments to review the important information included in this booklet. The information inside will explain our services and answer some of the questions you may have about your therapy. We encourage you to keep this booklet handy for future reference.

## Hours of Operation

Monday–Friday, 8 a.m.–5:30 p.m. (CT), except holidays  
24-hour patient support is available via a live pharmacist toll-free at 855-442-8372.

## To Reach a Pharmacist or Member of the Pharmacy Team

**By Phone:** 605-322-8300 or 855-442-8372

A pharmacist is also available by phone after normal business hours and on holidays for urgent needs. Follow the system prompts to connect live with a pharmacist.

**By Email:** [specialtyrxgeneral@avera.org](mailto:specialtyrxgeneral@avera.org)

### In Person:

Avera Specialty Pharmacy  
500 E. 56th St. N, Suite 3150  
Sioux Falls, SD 57104

*You may also visit [Avera.org/SpecialtyPharmacy](http://Avera.org/SpecialtyPharmacy) to find additional pharmacy information.*

## Geographic Service Area

South Dakota, North Dakota, Minnesota, Iowa, Nebraska, Arizona, Texas, and Florida.

## Interpreter Services

Language assistance services are available free of charge. You may ask for an interpreter if you are deaf or hearing impaired, or if English is not your primary language.

Si usted no habla ni lee el inglés y necesita la información en español, por favor llame al 855-442-8372.

# Clinical Services

## Pharmacist Assistance

Our pharmacists will work closely with other members of your care team to ensure you get the most benefit from your prescribed therapy. A pharmacist specially trained on the medication you are taking will provide you with initial consultation on how to take your specialty medication, monitor for drug interactions, discuss possible side effects, and answer any questions you may have.

## Therapy Management Support

Our Therapy Management Program offers personalized education and supportive care from nurses and pharmacists to improve your health. This service is provided to you at no additional cost.

## Benefits of this program include:

- Courtesy check-in calls from a nurse case manager knowledgeable about your condition and specialty medication
- Information about the safe and effective use and handling of your medication to help maximize therapeutic outcomes
- Assistance in learning how to take or inject your medications correctly in order to decrease the risk for adverse events
- Advice to help prevent and manage medication side effects and injection site reactions
- Refill reminder calls to ensure you always have enough medication on hand and improve your compliance to treatment
- A team of dedicated staff always available to answer questions and help improve your quality of life

## Limitations to the program may include:

- Your willingness to follow directions and be compliant with your prescribed therapy
- Your willingness to remain enrolled in the Therapy Management Program
- Your compliance with recommended interventions
- Listening skills
- Your willingness to interact with clinical staff; and,
- The Therapy Management Program may not cure your condition

Patients have the right to opt-out of the Therapy Management Program at any given time by contacting a member of the Avera Specialty Pharmacy team at 605-322-8300 or toll-free at 855-442-8372.

## Health Information for Common Conditions

When you receive your medication you will find manufacturer information regarding your medication, diagnosis and common treatment options.



# Patient Advocacy and Support

## **Consumer Advocacy Support**

Avera Specialty Pharmacy is here to serve you and assist you in any way we can to help you manage your health and compliance with your medication therapy. Any time you have a question or problem please contact us immediately and we will do our best to resolve the situation.

## **Reimbursement Assistance**

Our Pharmacy Patient Advocates will conduct a thorough review of your insurance to check the coverage of your medication and identify and initiate any prior authorization requirements to make sure you receive the maximum benefit from your insurance provider. Our friendly staff will also research and help you enroll in manufacturer co-payment and discount programs for which you may be eligible.

## **Financial Assistance**

Despite your insurance company paying for most of the cost, your price for a specialty medication may still be high. If you do not have prescription drug insurance or if you cannot afford your co-pay amount, a Pharmacy Patient Advocate will work with you to find assistance for paying for your medication. Avera Specialty Pharmacy works with a number of foundations and drug manufacturer programs to help lessen the financial burden. You may be asked to fill out a patient medication assistance program authorization form in order for us to provide these services.



## Drug Claims

Avera Specialty Pharmacy will bill your insurance company for the cost of your medication but you may be responsible for a portion of the cost. This is known as a deductible, co-payment (co-pay) or coinsurance. You will be responsible for paying your deductible, co-pay or coinsurance when you order your medication or refills. We will tell you the exact amount you need to pay Avera Specialty Pharmacy. We will also provide you with our pharmacy's status within your insurance's network as well as the cash price of the medication without insurance if you request.

## Medical Insurance Claims

Some medications may be billed under the medical benefit of your insurance. If this is the case, Avera Specialty Pharmacy may be able to bill the medical insurance claim for you; however, you may be responsible for a coinsurance and/or deductible amount.

## Insurance Appeals

If your prescription 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.

To reach a member of our Pharmacy Patient Advocate team, call the pharmacy at 605-322-8300 or 855-442-8372.



# How to Get Your Medication

## **New Prescription**

Avera Specialty Pharmacy will work with your doctor when you need a new specialty medication. In many cases, your doctor will phone, fax or e-prescribe your prescription to our pharmacy. You may also call us at 605-322-8300 or 855-442-8372 and request that we contact your doctor to obtain a new specialty prescription.

## **Order a Refill**

To ensure you don't run out of your specialty medication, a member of our team will call you several days before your medication is scheduled to run out to check your progress and schedule your next refill for delivery or pick-up. You may also call the Avera Specialty Pharmacy at 605-322-8300 or 855-442-8372 to refill any of your prescriptions. Have the prescription number and/or name of the medication available. We'll ship to a location of your choice or you may pick up your medication in person.

If you should need to refill your prescription before your insurance plan allows (e.g., lost medication, going on vacation), call us and we will explore your options.

## **Transfer a Prescription**

If you would like to transfer an existing prescription to the Avera Specialty Pharmacy, call us at 605-322-8300 or 855-442-8372 with the name of the medication you'd like transferred and the name of the pharmacy you'd like it transferred from and we will do the rest. If you wish to transfer your prescription from the Avera Specialty Pharmacy

to another pharmacy of your choice, just let us know and we will notify your provider to have the new prescription sent to the new pharmacy or we will call the pharmacy and transfer the prescription directly.

## **Checking Status of Your Order**

Call the Avera Specialty Pharmacy at 605-322-8300 or 855-442-8372 and our staff can tell you the status of your prescription.

## **Delivery of Your Medication**

If you would like your medication delivered, we will coordinate delivery to your home or a location that's convenient for you. With advance notice, we may be able to ship to your vacation destination.

If your medication is injected, we will include any necessary supplies such as needles, syringes and alcohol swabs as required by your therapy.

If your medication needs special handling or refrigeration it will be packaged and shipped accordingly.

Some medications require a signature when delivered. If a signature is required, our specialty pharmacy team will inform you.

Your medications will ship to you free of charge. Medications ordered by 2 p.m. (CT) may be available as early as next day, Tuesday through Friday.

## Inspecting Your Delivery

Your package should be opened immediately so that items requiring refrigeration can be stored properly. These medications will be marked “Refrigerate Upon Arrival.” Check each delivery to make sure:

- The receipt matches what is actually in the box.
- The contents are in good condition; check for signs of possible hidden damage such as holes, dents, leaks or water marks.
- All of the medication has a prescription label with your name and instructions for use.

If the shipment appears to be damaged or outside of the appropriate temperature range, please notify Avera Specialty Pharmacy immediately.

## Medication Pick-Up

If you prefer to pick up your medication in person at the pharmacy during normal business hours, just let one of our team members know and we will have your medication ready for you when you arrive.

## Delivery Delay

If your medication delivery is delayed for any reason, a member of the Avera Specialty Pharmacy will call you to provide assistance.



# Frequently Asked Questions

## **Q. What is a specialty pharmacy?**

A. A specialty pharmacy provides injectable, oral and sometimes infused medications. These complex and costly medications usually require special storage and handling and may not be readily available at your local pharmacy. Sometimes, these medications have side effects that require monitoring by a trained pharmacist or nurse. Avera Specialty Pharmacy focuses on providing these medications while offering clinical support and services to you and your caregivers.

## **Q. What are the benefits of using Avera Specialty Pharmacy?**

A. Avera Specialty Pharmacy is your local specialty pharmacy delivering expert care in an environment unmatched in our region. You'll receive the benefits of our clinical expertise, refill reminder calls and needed medication supplies (e.g., sharps containers) provided at no additional cost to you. In addition, we offer free overnight shipping of your medication; or, if you prefer, you can pick it up in person at the pharmacy located at 500 E. 56th St. N, Suite 3150, Sioux Falls, SD 57104.

## **Q. How important is it to take all of my medication?**

A. Following your doctor's instructions for taking the medication is the best thing you can do to ensure a successful course of treatment. Even if you begin to feel better, it is important that you do not stop taking your medication unless directed to do so by your doctor. We understand that some medications may have unpleasant side effects or be difficult to administer. Therefore, our pharmacists and nurses are available to offer practical advice about dealing with these issues.

**Q. How much will my medications cost?**

A. The price for your specialty medication will vary based on your insurance plan. We will inform you of the cost after we have reviewed your insurance benefits.

**Q. Will there be a co-payment for my medication?**

A. The co-pay amount, if applicable, is determined by your insurance plan.

**Q. What if I can't afford my medications?**

A. You may be eligible for financial assistance programs through the drug manufacturer or foundations related to your condition. Our staff will work to help identify patient assistance programs that may be available to you.

**Q. What if my insurance company doesn't cover my medication?**

A. Our staff works directly with your doctor and insurance company to obtain coverage for your therapy. If it is denied, your doctor will discuss other options with you.

**Q. Does Avera Specialty Pharmacy have access to all specialty medications?**

A. If we do not have access to the specialty medication you have been prescribed, we will transfer your prescription to a pharmacy that does and have that pharmacy contact you. We will also make your doctor aware.

**Q. What if Avera Specialty Pharmacy is not in-network with my insurance company?**

A. Occasionally, an insurance company may require use of another pharmacy. If this occurs, we will transfer your prescription to that pharmacy and have them contact you.

**Q. Will you ever substitute my medication with another medication?**

A. Your insurance company may require that a generic or bio-similar drug be substituted for a brand-name drug. If this should happen we will make you aware.

**Q. Can I have all of my medications filled at Avera Specialty Pharmacy, or just my specialty medication?**

A. It is easy to receive ALL of your prescription and over-the-counter medications from Avera Specialty Pharmacy. If you currently use another pharmacy, just call us at 605-322-8300 or 855-442-8372 or email us using the Contact Us link on the Avera Specialty Pharmacy website at [Avera.org/SpecialtyPharmacy](http://Avera.org/SpecialtyPharmacy). Our staff will either transfer your prescription from your current pharmacy or contact your doctor to obtain a new prescription.

**Q. Will the Avera Specialty Pharmacy ever call me?**

A. We will call you to:

- Confirm the initial status of your prescription and co-pay amount
- Set up the initial medication delivery
- Set up refill deliveries

We may also call you to:

- Verify prescription insurance information
- Obtain documentation of your income to enroll you in a financial assistance program
- Counsel you on your medication
- Discuss any insurance issues (e.g., need to transfer to another pharmacy)
- Notify you of any FDA recalls of your medication

**Q. How long does it take to receive my medication?**

A. Once your prescription for a specialty medication has been approved by your insurance, we will deliver your medication, free of charge, within 24 to 48 hours. Because a signature may be required at the time of

delivery for these medications, we will contact you prior to shipment to schedule a delivery time that works for you. Or, if you prefer, you may pick up your medication in person at the pharmacy located at 500 E. 56th St. N, Suite 3150, Sioux Falls, SD 57104, during normal business hours.

**Q. Where will my medication and supplies be delivered?**

A. We will coordinate delivery of your medication and supplies to any location you choose. Or, if you prefer, you may pick up your medication in person at the pharmacy during normal business hours.

**Q. How should I store my medication?**

A. Upon receiving your medication, please check the overall condition and quantities. If you have any questions, please call the Avera Specialty Pharmacy. Items marked “refrigerate” must be kept cold in a clean refrigerator. Other items should be stored away from direct sunlight or moisture. Keep all medicines out of the reach of children. Always place your new delivery of medication behind your current supply to ensure you use items before they expire. Never use outdated medication or supplies. If you run short of any item before the next scheduled delivery, call Avera Specialty Pharmacy immediately.

**Q. Can I return any unused medication?**

A. It’s important that you follow your doctor’s directions for taking your medication. If you experience any side effects that prevent you from taking your medication, please let our staff or your doctor know. If your prescription is for an injectable medication, you will find a sharps container sent to you at no additional charge to hold your used needles. Laws surrounding safe disposal of medications and used needles vary from state to state and even county by county. On page 17, you’ll find some resources to help you understand the laws for your area and to provide instructions on how you can dispose of your medication or used needles properly.



**Q. What if I have questions about my medication?**

A. At Avera Specialty Pharmacy, we have a team of pharmacists and nurses available to answer your questions. Refer to the “How to Reach a Pharmacist” information on page 4 of this booklet for directions on how to contact us.

**Q. What holidays does the Avera Specialty Pharmacy recognize?**

A. The Avera Specialty Pharmacy 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 Eve (December 24, shortened hours)
- Christmas (December 25)

**Q. When should I call the Avera Specialty Pharmacy?**

A. You should call Avera Specialty Pharmacy if:

- You have changes to your medications or health conditions.
- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have any questions or concerns regarding how to take your medication.
- You would like additional information regarding your treatment plan.
- You suspect an error in dispensing or shipping has occurred.
- You receive a damaged shipment or suspect something about the medication may not be right (counterfeit).
- You feel your refrigerated product did not arrive at the proper temperature.
- You suspect the FDA has recalled your medication.
- To check the status of your order, including information about delays.
- To find out where to obtain drugs not available from Avera Specialty Pharmacy.
- To find out about getting medications during an emergency or disaster.
- To order medications that are needed while you travel.
- To discuss substitutions made for new prescriptions or refills.
- To discuss prescription transfers to another pharmacy.
- To get information about support groups.

# Safety Information

## Medication Disposal

While it is important to follow your doctor's instructions and use all medications as instructed, sometimes a change of therapy may result in unused medication. Unused medication should be removed from your home as quickly as possible to help reduce the chance that others may accidentally take or intentionally misuse the unneeded medicine. Unused medications must be disposed of properly to avoid harm to people, pets, wildlife and the environment. You should not flush or pour unused medications down a sink or drain.

For medication disposal you may:

- Contact your local waste collection service to learn more about medication disposal options and guidelines in your area.
- Locate a medicine take-back program in your area. Visit [safe.pharmacy](http://safe.pharmacy) to find a drop-off location near you.
- Pour medication into a sealable plastic bag. If medication is solid (pill, capsule, tablet, etc.), add water to dissolve it. Add kitty litter, sawdust, or coffee grounds to the plastic bag to make the medication less appealing to eat. Seal the plastic bag and place in the trash.
- Remove and destroy ALL identifying personal information (prescription label) from medication containers before recycling or throwing away.

## Medication Disposal Locations

### Gettysburg

Avera Gettysburg Hospital  
606 E. Garfield Ave.  
Gettysburg, SD 57442

### Mitchell

Avera Pharmacy – Mitchell  
1900 Grassland Drive, Suite 101  
Mitchell, SD 57301

### Pierre

Avera Pharmacy – Pierre  
100 MAC Lane, Suite 101  
Pierre, SD 57501

### Rock Rapids

Avera Merrill Pioneer Hospital  
1100 S. 10th Ave.  
Rock Rapids, IA 51246

### Sioux Falls

Avera Pharmacy – Sioux Falls – 7th Avenue  
1200 S. 7th Ave., Suite 101  
Sioux Falls, SD 57105

Avera Pharmacy – Sioux Falls – 69th Street  
4400 W. 69th St., Suite 300  
Sioux Falls, SD 57108

Avera Pharmacy – Sioux Falls – Cliff Avenue  
1325 S. Cliff Ave., Suite CP  
Sioux Falls, SD 57105

Avera Pharmacy – Sioux Falls – Louise Avenue  
6100 S. Louise Ave., Suite 1100  
Sioux Falls, SD 57108

Avera Pharmacy – Sioux Falls – Plaza 2  
1301 S. Cliff Ave., Suite 225  
Sioux Falls, SD 57105

# Medication Donation Program

## **The Avera Specialty Pharmacy offers a Medication Donation Program.**

Please donate unopened, unused specialty medications to Avera Specialty Pharmacy. Pharmacists will inspect and dispense these medications to patients in need of financial assistance with their medications.

### **Can only be donated if:**

- Sealed and no tampering evident (sealed bottle, blister pack, prefilled syringe in a sealed package)
- Within the expiration date
- Stored at room temperature

### **Can NOT be donated if:**

- They are a controlled medication (opioids, narcotics, etc.)
- They are refrigerated
- They were dispensed to you in an unsealed container

If you do have medications that you would like to donate, please talk to one of our pharmacists.

**Avera Specialty Pharmacy**  
**500 E. 56th St. N, Suite 3150**  
**Sioux Falls, SD 57104**

**Phone: 605-322-8300**

If your medication is not able to be donated, it can be disposed of at the Take Back Box at the pharmacy instead.

## Adverse Drug Reactions

If you believe you are experiencing an adverse drug reaction, please contact us, your doctor or poison control (800-222-1222) immediately; or, if severe, contact your local emergency room or dial 911.

## Sharps Disposal

If your specialty medication is injected, special care must be taken with the disposal of needles and syringes to protect you and others from injury. The Avera Specialty Pharmacy will provide you with a sharps container. After using your injectable medication, place all needles, syringes, lancets and other sharp objects into the sharps container. When the sharps container is no more than  $\frac{3}{4}$  full, seal it and begin using a new 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 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. Do not discard in a recycling bin; sharps containers or used sharp needles and supplies are not recyclable.

For disposal of the sharps container you may:

- Contact your local waste collection service to verify the disposal procedures in your area;
- Return by mail: if your container has a mail-back program, follow instructions that came with your sharps container;
- Visit [safeneedledisposal.org](http://safeneedledisposal.org) and click on your state;
- Visit [epa.gov/rcra/community-options-safe-needle-disposal/](http://epa.gov/rcra/community-options-safe-needle-disposal/); or,
- Call Your County's Health Department for recommended disposal tips.

## Needle 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 accidental needle-stick or sharps-related injuries to your doctor.

## Drug Recalls

In the event that your medication is recalled, Avera Specialty Pharmacy will contact you. We will arrange to exchange any remaining supply of the medication with a new supply of the new medication.

## Regulatory Changes

If state or federal regulations change the way we provide your care, Avera Specialty Pharmacy will notify you of the change.

## Confidentiality

Confidentiality of your health care information is very important to us. Our staff will keep your records and information strictly confidential according to all state and federal rules and regulations. Your information will only be made available to those that have a legal right to your information or others that you designate in writing.

## Emergency Preparedness

In the event of environmental disaster, emergency or inclement weather such as snow, ice or flood, we have an emergency preparedness plan to ensure continuation of your care and timely delivery of your medication; however, if you have any questions or concerns about the status of your order please contact us.

Planning ahead at home can also help you prepare for an emergency.

- Know the evacuation routes in your area.
- Have emergency kits available in your home and in your care.
- Keep extra water and nonperishable food on hand.
- Maintain an up-to-date emergency contact list.
- Keep your medication stocked and have a safe place to store your medication.
- Store important documents in a safe place.
- Keep a winter survival kit in your car.
- Keep your cell phone fully charged.
- Keep flashlights with fresh batteries handy.
- Have a battery-operated radio with fresh batteries available.

**In the event of an emergency, contact your local emergency medical services (EMS) or 911.**

## Infection Prevention

The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hand before and after you prepare or handle any medication. Thoroughly wash your hands after using the bathroom, before meals and handling food and after touching frequently used items, such as shopping carts or door handles. Keep alcohol-based antibacterial hand sanitizer close to you for use when water is not available.

**Cover your mouth.** If you need to cough or sneeze, use a tissue or the bend of your elbow. Wash your hands as soon as possible.

**Keep your skin healthy.** Prevent infection from bacteria by applying moisturizer to your skin to avoid cracking. Cover cuts and scratches with a clean bandage.

**Avoid those who are sick.** If your medication increases your chance of infection, avoid big crowds and others who are sick. Ask your doctor or a pharmacist on whether your medication increases your risk of infection. Contact your doctor immediately if your temperature is greater than 100.5 degrees Fahrenheit.

## Fall Prevention

Certain medications can increase your chances of falling. With your health care provider's help, use these tips to reduce your risk of falling:

**Review medications.** Some prescribed and over-the-counter medications can cause side effects such as dizziness and drowsiness, which can cause falling. Also, as you age, your body may respond to medications differently than before. Bring your medications to each appointment to discuss any possible side effects that could cause falls.

**Check ears and eyes.** Visit a doctor each year to check your eyes and every other year to check your hearing. A problem with your inner ear may increase your chance of falling.

**Eat well.** Eating regular, nutritious meals and drinking plenty of water can help prevent dizziness and falls. Taking supplements can strengthen bones, but consult your health care provider first.

**Stay active.** Exercise can improve balance, flexibility, strength and endurance, which all help in preventing falls. Talk to your doctor to set up an exercise program appropriate for you.

## Poisoning

More than 90% of poisonings occur in the home. Here are some basic tips to prevent poisoning:

- Keep all chemicals, household cleaners, medicines, and potentially poisonous substances in locked cabinets or out of the reach of children.
- Never share prescription medicines.
- Always tell your doctor and pharmacy about ALL the medications you are taking, including prescription and over-the-counter medications as well as vitamins and supplements.
- Never mix household or chemical products together. Doing so can create a dangerous gas.
- Know your local poison control phone number or call 1-800-222-1222.

## Patient Issues and Concerns

We put our patients first when it comes to customer service, satisfaction and safety. Please contact us if something is unclear about our service or your treatment. All concerns and complaints will be fully documented, investigated and resolved to the best of our ability within 14 calendar days. If you feel, however, that a concern is not resolved to your satisfaction, you may contact the Avera Specialty Pharmacy director at 855-442-8372, call the Accreditation Commission for Health Care at 855-937-2242, or file a written complaint with the South Dakota Board of Pharmacy by visiting [doh.sd.gov/boards/pharmacy](https://doh.sd.gov/boards/pharmacy).

You can also use the **Contact Us link on the website** to submit questions or concerns of a non-emergent nature.

# Additional Tips and Tools for Treatment Success

## Current Medication List

You should keep a list of all the medications that you currently take, including medications, vitamins and supplements that you buy without a prescription. Many medications interact with other drugs, food, or herbal products. As your medications are stopped or changed, make sure to update your medication list. Carry this list with you at all times, especially to your doctor or clinic visits and show the list to your health care providers at each visit. Your health care providers may use this information to make decisions about your treatment plan.

## Strategies to Remember Your Medications

- Use a pill organizer. Fill your pillbox with all of your medications at the beginning of each week.
- Create a daily ritual. Keep your medication visible by placing it near something you use every morning, like your coffee maker.
- Set an alarm. Use a daily alarm, especially if your medications have strict timing requirements.
- Get help from a loved one. Ask your family member for help remembering to take your medications.
- Set up electronic reminders. Create email or text alerts to signal it's time to take your medication.

## Get the Avera Pharmacy App

- Have an up-to-date list of your prescriptions in your pocket.
- Refill by simply scanning your prescriptions.
- Never miss a dose. Get reminders when it's time to take your meds.
- Get a message when your prescription is ready.

**Visit [rx.avera.org](https://rx.avera.org) or download the app in the Apple Store or on Google Play.**

## Avera Specialty Pharmacy Welcome Kit

We provide medication-specific tools for success, including patient education sheets, pill organizer boxes, sharps containers and other items to help you succeed on therapy.



# Patient's Rights

## The patient has the right:

- To be treated with dignity, compassion and respect.
- To receive appropriate and professional pharmacy services without discrimination against race, color, religion, national origin, sex, age, disability, retaliation, genetic information, harassment, pregnancy, or sexual harassment.
- To receive care that takes into account the social, spiritual and cultural matters that have an effect on his or her feelings about illness.
- To be assisted and receive special consideration for language barriers to achieve proper understanding of services provided; i.e., non-English speaking clients have the right to an interpreter and deaf, blind or illiterate clients have the right to appropriate materials and interpretation for effective communication.
- To have one's property and person treated with respect, consideration and recognition of client/patient dignity and individuality.
- To be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of client/patient property.
- To voice grievances/complaints regarding treatment or care/service, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination or reprisal.
- To have grievance/complaints regarding treatment of care/service that is (or fails to be) furnished, or lack of respect of property investigated.
- To be assured that all communications and records pertaining to his or her care will be treated as confidential and in accordance with state and federal law.
- To be advised of the agency's policies and procedures regarding the disclosure of client/patient records.
- To request the identity of the staff member of the program and his or her job title, and to speak with a supervisor of the staff member if requested.
- To request and receive complete and current information about his or her care and be advised of any changes in care or services, including discontinuation, prior to the change being made.
- To request and receive information related to the current diagnosis, treatment,

risks and anticipated outcomes in order to give informed consent or refusal prior to the start of any treatment.

- To be fully informed of the care/service to be provided, including the disciplines that will furnish care/service, and the frequency of visits, as well as any modifications to the plan of care.
- To receive information about the scope of services the agency provides as well as any limitations on those services.
- To participate in the development and periodic revision of the plan of care/service.
- To speak with a pharmacist about any questions or concerns about his or her medication.
- To choose a health care provider, including choosing an attending physician, if applicable.
- To review the records pertaining to his or her medical care and to have the information explained or interpreted as necessary, except when restricted by law. The patient has the right to access this information within a reasonable time frame. The patient has the right to request amendments or corrections to his or her medical record.
- To be informed within a reasonable amount of time of anticipated termination of service or plans for transfer to another pharmacy.
- To accept or refuse any treatment or services, revoke consent or withdraw at any time, and to be informed of the consequences of refusing treatment.
- To be informed both orally and in writing in advance of care being furnished, of the charges, including payment for care expected from third parties and any charges for which the client/patient will be responsible for.
- To be informed of any financial benefits when referred to the agency.
- To be informed of client/patient rights under state law to formulate an advance directive, if applicable.
- To receive information about the patient management program.
- To know about philosophy and characteristics of the patient management program.
- To have personal health information shared with the patient management program only in accordance with state and federal law.
- To receive administrative information regarding changes, in or termination of, the patient management program.
- To decline participation, revoke consent, or dis-enroll at any point in time.
- To be able to identify visiting personnel members through proper identification.

# Patient's Responsibilities

- To provide clinical staff with accurate and complete contact information, health information about symptoms, past illnesses, hospitalizations, medications, allergies and other matters related to health status and to notify Avera Specialty Pharmacy of any changes in this information.
- To participate in decisions regarding care.
- To request further information and ask questions when he or she does not understand the explanation of his or her care or what he or she is expected to do.
- To notify Avera Specialty Pharmacy of any schedule changes that may need to be made prior to a scheduled delivery.
- To have a willingness to follow directions and be compliant with therapy.
- To have a willingness to participate in the therapy management program.
- To remain compliant with the plan of care and recommended interventions.
- To notify Avera Specialty Pharmacy of any problems, concerns or dissatisfaction with service.
- To submit any forms that are necessary to participate with Avera Specialty Pharmacy, to the extent required by law.
- To notify his or her treating provider of his or her participation with Avera Specialty Pharmacy.

# MEDICARE DMEPOS SUPPLIER STANDARDS

**Note:** This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.

10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR §424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).

23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

## About Avera Specialty Pharmacy

Avera Specialty Pharmacy is part of an integrated delivery network that includes Avera McKennan Hospital & University Health Center in Sioux Falls, S.D., as well as 115 locations in more than 50 communities in four states. Our ministry, our people and our superior value distinguish Avera. We carry on the health care legacy of the Benedictine and Presentation Sisters, delivering care in an environment guided by our values of compassion, hospitality and stewardship. Avera McKennan is a member of Avera Health, a network which has over 15,000 employees and physicians, serving more than 300 locations and 100 communities in a five-state region. Learn more about Avera McKennan at [AveraMcKennan.org](http://AveraMcKennan.org).



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Specialty Pharmacy  
Expires 08/01/2024





**Avera Specialty Pharmacy**

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**605-322-8300**

Toll free: 855-442-8372

Fax: 605-322-8361

**[Avera.org/SpecialtyPharmacy](https://www.avera.org/SpecialtyPharmacy)**

**Hours: Monday–Friday, 8 a.m.–5:30 p.m. (CT)**

24-hour patient support is available  
via a live pharmacist toll-free at 855-442-8372.