

**Specialty  
Pharmacy**  
*Welcome Kit*



**Froedtert Specialty Pharmacy**

Dear Patient,

Welcome to the Froedtert Pharmacy Specialty Pharmacy. The specialty pharmacy team makes it easier for you to stay focused on your health. Skilled technicians and pharmacists work with your care team and get your medications to you on time.

To qualify for specialty pharmacy, you must:

1. Have a specialty or qualified medication prescribed to you by your doctor or clinician
2. Complete the enrollment process with a member of the pharmacy team

When you are prescribed eligible medications, our clinically trained pharmacists review your medical record to make sure you get the right medications at the right time. Medication management is available to you at no additional charge when you are enrolled with Froedtert Specialty Pharmacy for your specialty medication delivery.

Visit [froedtert.com/specialty-pharmacy](https://www.froedtert.com/specialty-pharmacy) for more information regarding the Specialty Pharmacy.

## Contact Us

Phone: **414-805-5690** or **1-844-249-4235**  
Hours: Monday-Friday, 6:30 a.m.-6:30 p.m. CST  
Website: [froedtert.com/specialty-pharmacy](https://www.froedtert.com/specialty-pharmacy)  
Urgent Question  
(After Hours): **414-777-7700** and ask for the Medication Management Pharmacist

Our highly trained pharmacists complete a full profile review each month, prior to when your monthly prescription order is due. Once the review is complete, the pharmacist or trained technicians will reach out via phone to set up your medication order. Please respond to any messages in a timely manner to avoid any delays in therapy.

## Our Vision

To improve the health of the community by achieving high-quality patient outcomes through appropriate use of medication therapy.

## Our Mission

Provide high-quality, cost-effective, comprehensive, patient-centered care in an atmosphere of communication and shared respect.

# Froedtert Specialty Pharmacy

The Specialty Pharmacy team helps with the management of your medication so you can stay focused on your health. The interactions with the pharmacy team are supplemental to your doctor or clinician's care. With your consistent participation and a commitment to sharing updates on your health status with the Specialty Pharmacy team, you can experience improved outcomes.

## Free Medication Management

The pharmacy team provides medication management at no charge, coordinating medications by:

- Reviewing all your prescription(s) and over-the-counter products then answering all of your medication-related questions
- Ensuring clinical appropriateness and effectiveness of each medication
- Discussing and helping alleviate intolerable side effects
- Ensuring you understand the purpose, how to take and the best way to store each medication
- Communicating with your health care doctors and/or clinicians about your side effects, new prescriptions or refills
- Addressing anything preventing you from taking your medication(s) as prescribed
- Reviewing and assisting with prescription insurance and financial concerns
- Identifying refills, synchronizing your medication fills and setting delivery dates to prevent missed doses
- Contacting you to answer questions about your medication needs

## Free Home Delivery

Home delivery is available at no charge for many medications. Shipping is provided free of charge to patients. We do not ship medications until we have confirmed your monthly order.

- Shipping is available to the following states: Arizona, Florida, Illinois, Michigan, Minnesota, Missouri, Pennsylvania and Wisconsin.
- Shipments in Wisconsin are typically received the next business day.
- We do not ship on weekends or holidays.
- A patient's preferred shipping address will be verified monthly during confirmation of the order.
- Refrigerated products are packaged and shipped in a temperature-controlled container that will maintain recommended temperature ranges during transit and until received by the patient.

# Specialty Pharmacy

- We typically do not require a patient signature to complete delivery unless requested.
- Service Exclusions:
  - We are **unable** to deliver diabetic testing supplies billed under Medicare Part A/B — these products can be picked up from our Froedtert Pharmacy at Froedtert Hospital.
  - We **do not** deliver schedule II medications, such as oxycodone, fentanyl, morphine — these prescriptions can be picked up from one of five Froedtert Hospital campus pharmacies.
  - We **do not** provide blister packaging or bubble packing, nor do we fill medication pillboxes.

## Sharps Disposal

Sharps containers can be brought to the following locations for proper disposal:

- Froedtert Hospital Campus, Wauwatosa
  - Froedtert Pharmacy - Specialty Clinics
  - Froedtert Pharmacy - Froedtert Hospital
  - Froedtert Pharmacy at the Froedtert Hospital Cancer Center
  - Froedtert Pharmacy at the Froedtert Hospital Center for Advanced Care
- Emergency Departments
  - Froedtert Community Hospital — Mequon
  - Froedtert Community Hospital — New Berlin
  - Froedtert Community Hospital — Oak Creek
  - Froedtert Community Hospital — Pewaukee
  - Moorland Reserve Health Center
  - Froedtert West Bend Hospital
  - Froedtert Menomonee Falls Hospital
  - Froedtert Pharmacy — Harbor Town

## Drug Repository Program

All Froedtert Pharmacy locations are registered with the Wisconsin Department of Health Services as locations that can accept certain donated medications as part of the Drug Repository Program. This program allows listed pharmacies to collect certain medications that will be given to individuals with cancer or chronic disease who are uninsured or underinsured. Drug repository medications may be accepted by any Froedtert Pharmacy location. Learn more about the Drug Repository Program at [dhs.wisconsin.gov/guide/cancer-drugrepo.htm](https://dhs.wisconsin.gov/guide/cancer-drugrepo.htm).

# Specialty Pharmacy Information

## Medication Prior Authorization and Patient Assistance Team

The Specialty Pharmacy team helps patients with medical conditions that may require complex medication therapies. The Medication Prior Authorization (MPA) team is a specialized group of technicians who will work with you to navigate the process of obtaining specialty medications.

## Insurance Claims

We will submit prescription claims to your health insurance provider on the date your prescription is filled. If you need a prior authorization, your claim is denied or you need an appeal, a team member will notify you so we can work together to resolve the issue and help investigate funding availability to help offset any cost concerns. We do not dispense and/or ship any prescription without your authorization. The cost of the prescription is always provided in writing upon fulfillment and dispensing of your prescription.

## Financial Obligations

These may include but are not limited to out-of-pocket costs such as deductibles, co-pays, co-insurance, annual and lifetime co-insurance limits and changes made to pharmacy benefit during open enrollment.

Payment for these financial obligations must be collected prior to us being able to ship out a medication order. They can be paid by credit card (Visa, MasterCard, American Express or Discover). For billing purposes, it is required to have a credit card on file in compliance with requirements set by the Payment Card Industry (PCI) Security Standards Council.

Your medication will not be shipped until payment is approved. The team will contact you if there are any payment issues that arise.

When available, we do provide assistance with identifying financial assistance opportunities to help prevent interruptions in therapy. Options may include discount coupons from drug manufacturers, co-pay vouchers, and assistance from various disease management foundations and pharmaceutical companies.

## Financial Inquiries

Questions regarding payments should be directed to **414-805-5690**.

# Frequently Asked Questions

**1. Do you accept my prescription insurance?**

Yes, we accept and are able to fill prescription(s) from nearly **all** insurance plans. In the rare situation that we are unable to fill your prescription(s), we will contact you and help facilitate establishing care with the most appropriate pharmacy for you.

**2. What will occur if there is an issue with processing, billing or delivering/dispensing the requested medication(s) as requested?**

We will call you at your preferred contact phone number or contact you via MyChart messaging to inform and discuss any pertinent changes that would impact how or when you receive your medications: delayed order, insurance issue, high cost, therapeutic interchange, insurance mandated change from brand to generic, limitations such as day supply limitation or concerns about refilling too soon, product not in stock or inaccessibility to dispense the medication. If we don't reach you the first time, we will leave a voicemail asking you to call us back and call you again within two business days. Based on the follow-up conversation and your guidance, we will help resolve the issue on your behalf accordingly. If you have a question for us, call, **414-805-5690**, to discuss and determine next steps.

**3. What will happen if there is a delay in my shipment?**

We will always contact you to inform you of any delays in your shipment. If you do not receive your shipment by the promised time, call us at **414-805-5690** and we will resolve the issue to get you your medication in a timely manner. In the event of a natural disaster or emergency, if you are not proactively contacted by a Froedtert Pharmacy representative and are in need of supplies or medications, call **414-805-5690** or call the Froedtert & MCW Access Center, **414-777-7700**, and ask to be connected with Froedtert Pharmacy Home Delivery.

**4. Will the monthly costs of my medications be the same as my last pharmacy?**

Yes, for insured patients, monthly costs should remain the same unless your prescription insurance participates in a "preferred pharmacy network" that **does not include** our pharmacy or you currently participate in a pharmacy specific discount program. Contact your insurance for specific details.

**5. How do I transfer my prescriptions to Froedtert Pharmacy?**

Contact the Froedtert Pharmacy team, **414-805-5690**, to receive help with transferring your prescriptions.

**6. Can you fill a prescription from any prescriber in any health care system?**

Yes, we are able to fill a valid and legal prescription from any prescriber in any U.S. health care system.

**7. Where should my prescriber send any future prescriptions?**

Please advise your prescribers to either e-prescribe new prescriptions to the Froedtert Pharmacy 87th Street, fax prescriptions to **414-805-6513**, or call the Medication Management Team at **414-805-5690**.

**8. How long will it take to receive my medications?**

We typically process and deliver orders within two business days. Certain medications require special ordering, which may cause delays. We will contact you if there is an expected delay in your order.

For urgent situations, call **414-805-5690** and we will discuss any available options to get your prescription sooner.

**9. Do I have to return any of the shipping materials that came with my prescription medications?**

No, nothing needs to be returned. Appropriately dispose of all materials.

**10. Can I order over-the-counter items?**

Yes, we are able to include over-the-counter (OTC) medications in your shipment but they must accompany a prescription drug. **We are not able to send shipments for only OTC medications.** If you need an OTC item, inform the pharmacy team during your monthly phone call.

**11. Will I be notified if there is a change in shape or color of my medication?**

Yes, we will notify you if one of your medications has changed in appearance from what was previously filled.

# Frequently Asked Questions

## 12. Can I synchronize my medications to minimize shipments?

Yes, it is our goal to minimize the number of shipments you receive each month. We also synchronize as many medication refills as possible.

## 13. Can I pick up a prescription at a local Froedtert Pharmacy (e.g., antibiotic or other urgent medications)?

Yes, you can indicate that you would like to pick-up your prescription at any Froedtert Pharmacy location through the app or by calling **414-805-5690**. Find locations and hours by visiting [froedtert.com/pharmacy/locations](https://www.froedtert.com/pharmacy/locations).

In urgent situations, call **414-805-5690** and we will discuss any available options to get your prescription sooner.

## 14. How will I be notified if my shipment will be delayed?

If we are made aware by our external courier that your order is not going to arrive on the day originally communicated, we will call you to discuss if the delay is clinically appropriate (e.g., can you wait to receive the order the following business day) and, if not, we will attempt to facilitate picking up the medication from one of our retail pharmacy locations or shipping the product sooner.

## 15. What else is important that I need to know?

- If we attempt to contact you and leave a message, **it is important that you return our phone call to ensure an on-time delivery of your medication(s)**. We are able to ship orders only when you have confirmed the monthly order and the order is without payment issues. Full payment must be processed prior to shipping the medication to you.
- If we have to utilize a different manufacturer (same medication) to fulfill your order we will include a red paper notification in your order that alerts you that your medication may have changed in appearance (pill color or size) but is the same medication.
- If we need to transfer a prescription to another pharmacy due to insurance limitations, we will facilitate transfers of an active prescription in our records and schedule the delivery to arrive at the appropriate location.
- If there is a drug recall that affects your prescription, we will call you to notify you and discuss the replacement of it.

**16. What questions can I call the Specialty Pharmacy team with?**

- Clinical questions (e.g., how to address adverse drug reactions)
- Order status
- How to contact available consumer advocacy support resources
- Options to opt out
- Reorder prescriptions — request orders three to five days ahead of time
- Prescription text messaging alerts
- Reporting a product safety issue
- Support or clarification on refilling a medication limited by benefit design
- Drug-recall clarifications
- Available drug substitution protocols and evidence-based health

Messages will be returned within one business day.

Included in your welcome kit is a magnet with contact information for the Specialty Pharmacy.

Phone: **414-805-5690** or **1-844-249-4235**  
Hours: Monday-Friday, 6:30 a.m.-6:30 p.m. CST  
Website: ***froedtert.com/specialty-pharmacy***  
Urgent Question  
(After Hours): **414-777-7700** and ask for the  
Medication Management Pharmacist

**17. How should I dispose of unused medications or recalled medications?**

Visit ***deadiversion.usdoj.gov/drug\_disposal/takeback/index.html*** to learn more.

# Patient Rights and Responsibilities

Froedtert & the Medical College of Wisconsin (MCW) health centers, hospitals, staff and physicians will treat each patient — regardless of race, creed, color, national origin, ancestry, religion, gender, sexual orientation, marital status, age, newborn status, handicap or source of payment — with consideration, dignity and respect. Mutual rights and responsibilities exist between patients and the health network.

## Patient Rights

- Froedtert & MCW health centers and hospitals will reasonably respond to requests and needs for treatment or service within their capacity, stated mission, and applicable laws and regulations. No patient will be denied appropriate hospital care based on race, creed, color, national origin, ancestry, religion, sex, sexual orientation, gender identity, marital status, age, newborn status, handicap, or source of payment.
- Patient will be treated with dignity, respect, and awareness of their individuality and personal needs, including the need for privacy, effective pain management, and psychosocial, spiritual and cultural differences.
- Patient will be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- The patient's medical record, including all computerized medical information, is kept confidential according to the requirements of state and federal laws. The patient, or any person authorized by law, will have access to the patient's medical record.
- Each patient may know who has overall responsibility for his/her care.
- Each patient, or any person authorized by law, will receive information about the patient's illness, course of illness, course of treatment and prognosis for recovery in terms the patient can understand from the appropriate Froedtert & MCW staff.
- Patients have the opportunity to make health care and ethical decisions in collaboration with their health team members. They may also assign representatives to be involved in their care.

# Patient Rights and Responsibilities

- Except in emergencies, consent for treatment will be obtained from patients, or those legally authorized to act for them, before participating in research, and before any diagnostic and/or surgical procedures are performed.
- Any patient may refuse treatment to the extent permitted by law and will be informed of the medical consequences of the refusal.
- Except in emergencies, the patient may not be transferred to another facility without being given a full explanation for the transfer, without coverage for continuing care and without acceptance by the receiving institution.
- Patient will be informed in advance the care/service/bill they are provided and their financial responsibility. Each patient may receive, upon request, information relating to financial assistance available.
- Each patient may make an advance directive and appoint an authorized representative to make healthcare decisions on their behalf as permitted by Wisconsin law and Froedtert's Advanced Directives policy.
- Be fully informed in advance about the philosophy and characteristics of the Specialty Pharmacy program and services/care to be provided.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI). Patient information will be shared with the Specialty Pharmacy program in accordance to state and federal law.
- Advised on Froedtert & MCW policies and procedures regarding the disclosure of clinical records.
- Voice grievances and complaints regarding treatment of care, lack of respect, change in policy, personnel, etc.
- Identify visiting personnel members through proper identification.
- Choose a healthcare provider and receive appropriate care without discrimination.
- Be able to identify company representatives through name and job title and speak with a pharmacist and supervisor if requested.

# Patient Rights and Responsibilities

- If desired, to be referred to other health care providers within the Froedtert & MCW health network (i.e. dietician, pain specialist, mental health services.) The patient may also be referred back to his/her own prescriber for follow-up.
- Receive information about the scope of care and services that are provided by Froedtert & MCW specialty pharmacy as well as any limitations to the company's care and/or service capabilities. They will be informed in advance of any modifications to the plan of care.
- The patient participates in the development and updates to the plan of care.
- Receive administrative information regarding any change in or termination of the patient management program before the change is made.
- Have the right to decline participation, revoke consent, or disenrollment in any Froedtert & MCW pharmacy services at any point in time.
- Patient will receive information about the pharmacy services provided and specific limitations.
- Patient will be informed of client/patient rights under state law to formulate an Advanced Directives, if applicable.
- Informed of any financial benefits when referred to an organization.

## Patient Responsibilities

Patients, or their legally authorized representatives, are responsible for providing complete and accurate medical information and for cooperating in the patient's treatment. This includes:

- Communicating to caregivers whether or not the plan of care and related expectations are understood.
- Following the care plan recommended by their physicians, and the instructions of nurses and other caregivers, or, upon refusal to do so, accepting the consequences of the refusal.
- Promptly reporting any unexpected changes in condition to the designated health care providers.

# Patient Rights and Responsibilities

- Patients, or their legally authorized representatives, are expected to cooperate when making appropriate arrangements for payment of hospital charges for care and treatment, including providing all required information and signing all necessary documents.
- Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Froedtert & MCW Patient Management Program.
- Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care and/or services. Advance directives available upon request.

## Patient Complaint Process

If there is a concern about the care provided by Froedtert & MCW health centers, hospitals or staff, please contact us to file a complaint or grievance:

1. The patient or caregiver has the right and responsibility to express concerns, complaints or dissatisfaction about services received or failed to receive without fear of reprisal, discrimination or unreasonable interruption of services.
  - a. The patient or caregiver is encouraged to call the pharmacy to speak with pharmacy staff during regular business hours (**414-805-5690**).
  - b. The Outpatient Pharmacy Manager is able to review your concern(s), discuss that specific situation, identify next steps and effectively communicate any pertinent follow ups if necessary.
  - c. Alternatively, the patient or caregiver can call patient relations at any time.
2. The Froedtert & MCW grievance procedure states that your concerns/ complaints will be reviewed and an investigation started within seven business days of receipt of the complaint. Every attempt shall be made to resolve all grievances within 14 days. The patient or caregiver will be informed in writing of the resolution of the complaint/grievance. If more time is needed to resolve the concern/complaint, the patient or caregiver will also be informed verbally and in writing.

# Patient Rights and Responsibilities

3. If the patient or caregiver feels the need to discuss your concerns, dissatisfaction or complaints with a party other than Froedtert & MCW staff, please file a complaint with the Wisconsin Division of Legal Services and Compliance (DLSC). The hours of operation are Monday through Friday 8 a.m. -4:30 p.m. You can call them at **608-266-2112**, mail a complaint form to 1400 E Washington Ave., Madison, WI 53703 or email it to [dsp@Wisconsin.gov](mailto:dsp@Wisconsin.gov). Visit <https://dsp.wi.gov> for more information.

## Grievance Procedure

If there is a concern about the care provided by Froedtert & MCW health centers, hospitals or staff, please contact us to file a complaint or grievance:

### Froedtert Hospital

Patient Relations  
9200 W. Wisconsin Ave.  
Milwaukee, WI 53226  
Phone: **414-805-2882**

### Froedtert Menomonee Falls Hospital

Patient Relations  
W180 N8085 Town Hall Rd.  
Menomonee Falls, WI 53051  
Phone: **262-257-3750**

### Froedtert West Bend Hospital

Patient Relations  
3200 Pleasant Valley Rd.  
West Bend, WI 53095  
Phone: **262-257-3750**

### Froedtert & MCW Health Clinics and Centers

Service Excellence Department  
200 Woodland Prime, Suite 300  
W126 N7338 Flint Dr.  
Menomonee Falls, WI 53051  
Phone: **414-777-3770**

# Patient Rights and Responsibilities

**Complaints may also be filed with the Wisconsin Department of Health and Family Services or The Joint Commission:**

## **Wisconsin Department of Health and Family Services**

Bureau of Quality Assurance

P.O. Box 2969

Madison, WI 53701

Phone: **608-266-8481**

## **The Joint Commission**

**1-800-994-6610** or e-mail concern to *[complaint@jointcommission.org](mailto:complaint@jointcommission.org)*

# Thank You

Thank you for trusting us with your pharmacy needs. We look forward to serving you.

Visit these links for more information on your patient rights, how medical information about you may be used and disclosed and how you can get access to this information.

## Joint Notice of Privacy Practice

[froedtert.com/patients-visitors/patient-privacy/privacy-practices](https://froedtert.com/patients-visitors/patient-privacy/privacy-practices)



## Accreditation Contact Information

URAC: **202-216-9010**

ACHC: **919-785-1214** (local) or **855-937-2242** (toll free)



## Commitment to Excellence

Froedtert Specialty Pharmacy is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a health care doctor or clinician who has achieved ACHC accreditation, you can take comfort in knowing that you will receive the highest quality of care. If you have any concerns about the product or service that you receive from Froedtert Specialty Pharmacy, you may contact ACHC directly at **855-937-2242**.





## Froedtert Specialty Pharmacy

**414-805-5690**

*[froedtert.com/specialty-pharmacy](https://froedtert.com/specialty-pharmacy)*

**Froedtert Health** complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, age, disability, sex, religion, political beliefs, sexual orientation or filing of a prior civil rights complaint. **Attention:** If you speak another language, assistance services, free of charge, are available to you. Call: **414-805-3000 (TTY: 1-800-947-3529)** **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: **414-805-3000 (TTY: 1-800-947-3529)** **Hmoob (Hmong):** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau: **414-805-3000 (TTY: 1-800-947-3529)**