

Froedtert Pharmacy Home Delivery

Welcome Kit



Froedtert Pharmacy

Dear Patient,

Welcome to Froedtert Pharmacy Home Delivery. We are happy to be part of your care team. Our highly skilled technicians and pharmacists will work with your providers to help you manage your medication. Through close relationships with patients and providers, we ensure consistent access to medications, building your knowledge of your medication needs and improving outcomes.

Our team works with you, your health care providers and your insurance company to make sure your medication needs are fully met. We strive to provide a high level of patient care throughout the course of your treatment, and are available to answer all of your questions.

Visit [froedtert.com/pharmacy](https://www.froedtert.com/pharmacy) for more information regarding Froedtert Pharmacy Home Delivery.

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/pharmacy](https://www.froedtert.com/pharmacy)
Urgent Question
(After Hours): **414-777-7700** and ask for the
Medication Management Pharmacist

Refills can be ordered directly through MyChart®, with address and payment confirmation, or you can contact us via phone to schedule delivery or pick-up of your refills. Contact us when you have about one week's worth remaining of medication in your current supply. This will allow us time to ensure your order will be ready for you in a timely manner.

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 Pharmacy Home Delivery

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 each month 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.
- A signature is typically not required for delivery unless requested. However, if your order contains a schedule III medication such as steroids or testosterone, a signature is required for delivery.
- 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 pharmacies on the Froedtert Hospital campus.
 - 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 www.dhs.wisconsin.gov/guide/cancer-drugrepo.htm.

Home Delivery Information

Medication Prior Authorization and Patient Assistance Team

The Froedtert Pharmacy team helps patients with certain 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 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 staff 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 benefits during open enrollment.

Payment for these financial obligations must be collected before we can ship out a medication order. They can be paid by credit card (Visa, MasterCard, American Express or Discover). For billing purposes, you must have a credit card on file. Storage of credit card information meets Payment Card Industry (PCI) Security Standards Council requirements.

Your medication will not be shipped until payment is approved. The team will contact you if any payment issues 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 my insurance or form of payment?

We will call you at your preferred contact phone number or contact you via MyChart messaging to inform you of the issue we are experiencing and determine next steps. If we do not reach you the first time, we will continue to follow-up with you every two days.

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

We will 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 at, **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 future prescriptions?

Please advise your prescribers to either e-prescribe new prescriptions to the Froedtert Pharmacy at Froedtert Hospital - 87th Street Entrance, 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 ship medication orders as soon as possible, sometimes the same day. Certain medications require special ordering, which may delay your order. We will contact you if there is an expected delay in your order.

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 medications in your shipment but they must accompany a prescription drug. We are **not** able to send shipments for **only** over-the-counter medications.

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.

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.

Frequently Asked Questions

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

Yes, there are 13 pharmacy locations in the health network including five pharmacies on the Froedtert Hospital campus. In urgent situations, call **414-805-5690** to discuss available options for picking up your prescription.

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 Froedtert 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 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 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 its replacement.

16. What questions can I call the Pharmacy Home Delivery 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 five to seven 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.

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Hours: Monday-Friday, 6:30 a.m.-6:30 p.m. CST
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Urgent Question
(After Hours): **414-777-7700** and ask for the
Medication Management Pharmacist

17. How should I dispose of medications that I no longer need?

Visit www.dea.gov/takebackday to learn more.

Patient Rights and Responsibilities

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.

Patient Rights

- Froedtert Hospital will reasonably respond to requests and needs for treatment or service within its capacity, stated mission, and applicable laws and regulations. No patient will be denied appropriate hospital care based on race, religion, cultural variables, gender, sexual orientation, marital status, age, newborn status, handicap, source of payment, pregnancy or sex-stereotyping.
- Patients will be treated with respect and awareness of their individuality and personal needs, including the need for privacy, safety, effective pain management, and psychosocial, spiritual and cultural differences.
- The patient has the right to be free from all forms of abuse and harassment.
- Patients will be provided foreign language, visual or hearing impaired and sign language interpreter services free of charge to support effective communication.
- Patients will be given a copy of the Joint Privacy Notice.
- 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.
- The patient may request certain restrictions of the hospital's use and disclosure of his/her PHI.
- The patient may request a list of all disclosures made by Froedtert Hospital as required by federal regulations.
- The patient may request that his/her medical record be amended if it is believed the information is incomplete or incorrect.
- Each patient may know who has overall responsibility for the patient's care.
- Each patient, or any person authorized by law, will receive notification of admission, information about the patient's illness, course of treatment and prognosis for recovery in terms the patient can understand from the appropriate person at Froedtert Hospital.

Patient Rights and Responsibilities

- Patients have the opportunity to make health care and ethical decisions in collaboration with their health care team members. They may also assign representatives to be involved in their care.
- Except in emergencies, the 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.
- Patients may look at their hospital bills and receive an explanation as needed. Each patient may receive, upon request, information relating to financial assistance available through Froedtert Hospital.
- Froedtert Hospital has established a Patient Rights Department. For any patient rights concerns you may call 414-805-2882.

- Complaints may also be filed with:

Wisconsin Department of Health and Family Services

Division of Quality Assurance

P.O. Box 2969, Madison, WI 53701

608-266-8481 • 800-642-6552

Office for Civil Rights Region V

United States Department of Health & Human Services

233 North Michigan Ave., Suite 240 • Chicago, IL 60601

800-368-1019

- Medicare complaints can be filed with:

Livanta

10820 Guilford Road, Suite 202

Annapolis Junction, MD 20701-1262

(888)524-9900 or (888)985-8775 TTY

Patient Rights and Responsibilities

- Patients have a right to report any unresolved issues regarding care, safety, treatment and services to the Joint Commission at:
 - www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website.
 - By fax to 630-792-5636
 - By mail to:
The Office of Quality and Patient Safety (OQPS)
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
- Patients have the right to designate their visitors, and people involved in their care.
- Every patient may make an advance directive and appoint an authorized representative to make health care decisions based on their behalf as permitted by Wisconsin law and Froedtert Hospital’s Advance Directive policy.
- Patients and/or their legally responsible representative will be informed of any significantly unexpected outcome relating to an event where the patient outcome is different than expected.
- 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 care givers 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.
- Patients or their legally authorized representatives are responsible for observing Froedtert Hospital policies, rules and regulations, including rules on visitors, noise control and smoking. All are expected to be respectful of other patients, visitors, staff and property.

Patient Rights and Responsibilities

- Patients or the patient's legally authorized representatives are expected to cooperate with the Froedtert Hospital when making appropriate arrangements for payment of the hospital charges for care and treatment, including providing all required information and signing all appropriate documents.

Froedtert Hospital is dedicated to our patients' safety, dignity and independence. All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

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

<https://www.froedtert.com/patients-visitors/patient-privacy/privacy-practices>



ACCREDITED
Specialty Pharmacy
Expires 03/31/2025

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 provider that 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 Pharmacy

414-805-5690

froedtert.com/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. 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)**