

# Advanced Care Pharmacy Welcome Packet

*Specialty Pharmacy*

◆ Saint Luke's Health System



# Welcome

Saint Luke's Advanced Care Pharmacy is pleased to provide specialty medications to serve your specific health care needs. The Advanced Care Pharmacy team is specially trained to meet these needs, including working with your care team and insurance company. We will provide you with personal service to ensure you receive the full benefit of your therapy.

## What to expect

### **New patients and new medications**

To fill a medication, contact us via phone at 816-986-5510 or email at DL\_advancedcarepharma@saintlukeskc.org. Our team will determine if we are able to fill your medication. Your provider can send a prescription to us electronically.

A team member will contact you with an update on your prescription status within 24 hours.

### **Personalized patient care**

Our specialty-trained staff will work directly with you to discuss your treatment plan and address any questions or concerns you have. All patients are automatically enrolled in our Patient Management Program, which includes training, education, proactive refill management, and counseling throughout your medication therapy.

### **Collaboration with your doctor**

We work directly with your doctor and caregivers. We are here to ensure any issues with your treatment are immediately addressed by your care team.

### **Regular follow up**

Receiving your medications and medical supplies is important. We will be in close contact with you throughout your treatment, providing refill reminders and advocating for your prescription needs.

### **Insurance and financial assistance**

Specialty medications can be expensive. We will help you with any financial hurdles by explaining your prescription and medical insurance benefits, working with your provider and insurance company to coordinate prior authorization when needed, and exhausting all options to ensure you receive your medications.

### **Delivery**

We offer delivery to your home, workplace, or other preferred location. Our staff will contact you approximately one week prior to your refill date to coordinate a delivery date, time, and location for the medication and supplies you need. We will also update your profile with any new information.

### **In-store pickup**

In addition to our Saint Luke's Advanced Care Pharmacy location, we can arrange to have your medication available for pickup at the following Saint Luke's pharmacy locations if applicable:

#### **Saint Luke's Hospital**

4320 Wornall Road, Suite 128  
Kansas City, MO 64111

#### **Saint Luke's North Hospital**

5844 NW Barry Road, Suite 20  
Kansas City, MO 64154

#### **Saint Luke's East Hospital**

100 NE Saint Luke's Blvd.  
Lee's Summit, MO 64086

#### **Saint Luke's South Hospital**

12300 Metcalf Ave.  
Overland Park, KS 66213

#### **Saint Luke's Multispecialty Clinic- Mission Farms**

4061 Indian Creek Pkwy., Suite 120  
Overland Park, KS 66207

### **24/7 support**

Pharmacists are available 24 hours a day, seven days a week, including holidays and weekends, to answer any questions or concerns you may have. When calling after hours, please inform the on-call service that you are a specialty pharmacy patient, and provide them with your name, contact information, and the name of the medication you are taking.

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### **Contact information**

**Specialty Pharmacy:** 816-986-5510

**Home Infusion:** 816-532-7750

**Toll Free:** 844-986-5510

**Fax:** 816-532-7754

DL\_advancedcarepharma@  
saintlukeskc.org

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## **How it Works**

### **1. Physician prescribes a medication**

Our pharmacist will review the order to make sure it's safe and effective. If changes are needed, the pharmacist will consult with your physician.

### **2. We review costs**

We discuss financial options with you and work directly with your insurance company to get the maximum coverage possible.

### **3. We arrange delivery**

We keep many specialty medications in stock and ship them for free to the most convenient location for you, whether that's home, the office, or a medical clinic.

### **4. Pharmacists provide counseling**

We go over details with you, including how and when to take the medication and any potential side effects.

### **5. Follow up**

Our pharmacists will ensure the medication is working appropriately.

## **Our Services**

### **Patient Management Program**

The Patient Management Program provides benefits such as managing side effects, ensuring you are following the medication plan, and monitoring the appropriateness of your therapy, which may help you determine if participation improves your overall health status.

Once enrolled in our pharmacy program, we monitor your medications and progress.

Your success in the program requires accurate self-reporting and active participation. If you wish to opt out of the program, please speak to our pharmacy staff.

### **Adverse drug reactions**

If you experience an adverse reaction to your medication, please contact your doctor or Saint Luke's Advanced Care Pharmacy as soon as possible. If it is an emergency, dial 911 or go to the nearest emergency room.

## Refills

Prior to your fill or refill date, we will call you to discuss your medication.

We will ask you:

- If you are taking the medicine as prescribed
- How many doses are remaining, if applicable
- How to best coordinate your next refill
- Other important information about your medication

If you would like to request a fill, refill, or check the status of your order ahead of time, please call to speak to a pharmacy staff member.

## Paying copay and coinsurance

Before enrollment, our team will provide you an estimate of costs that are not covered by your insurance or other third-party sources. We can also provide the cash price of medication upon request.

These obligations include but are not limited to deductibles, copays, coinsurance, annual and lifetime coinsurance limits, and changes that occur during your enrollment period. We are required to collect all copayments. We accept Visa®, MasterCard®, and Discover®. We can securely keep your credit card information on file for routine billing purposes.

If needed, we will pursue financial

assistance programs on your behalf to help you pay for your medication therapy. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will also assist you in enrolling in such programs.

## Insurance claims

We submit claims to your health insurance carrier. If the claim is rejected, a staff member will notify you, as necessary, so we can work together to resolve the issue.

There may be additional costs if the medication is not covered by insurance, or the pharmacy is not in network with your health plan. If this occurs, you will be informed in writing or by phone of any out-of-pocket expense that you owe.

## Prescription transfer

If our pharmacy can no longer obtain your medication or if at any time you feel that we are unable to meet your needs, we can transfer your prescription to the pharmacy of your choice.

## Drug substitution protocol

We will use the most cost-efficient option for you. Therefore, we may substitute generic drugs for brand name drugs. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to filling the medication to inform you of the substitution. We

will use brand-name medication at you or your prescriber's request.

## Proper disposal of sharps

For safety, we ask that you place all needles, syringes, and other sharp objects into a sharps container. We will provide the container if you are prescribed an injectable medication.

## Proper disposal of unused medication

For instructions on how to properly dispose of unused medications, check with your local waste collection service. The US Food and Drug Administration website also has helpful information.

## Drug recalls

We monitor all drug recalls and warnings and will communicate those to you if necessary. If your medication is recalled, our team will contact you with further instructions.

## Concerns or suspected errors

We want you to be completely satisfied with your care. If you or your caregiver have any concerns, please contact us directly and speak to one of our staff members. Patients and caregivers can contact our team by phone, fax, writing, or email.

Saint Luke's Advanced Care Pharmacy has a formal grievance/complaint procedure that ensures your concerns are reviewed and

investigated. You will be contacted within seven business days to acknowledge receipt or resolution of the complaint. Every attempt shall be made to resolve all grievances within 30 days; if the investigation takes longer than 30 days, you will be notified in writing. You will also be informed in writing of the resolution of the complaint/grievance.

## URAC Complaint Information

[urac.org/contact/file-a-grievance](http://urac.org/contact/file-a-grievance)  
202-216-9010

## Missouri Board of Pharmacy

[pr.mo.gov/pharmacists-public-consumers.asp](http://pr.mo.gov/pharmacists-public-consumers.asp)  
573-522-1448

## Kansas Board of Pharmacy

[pharmacy.ks.gov](http://pharmacy.ks.gov)  
[pharmacy@ks.gov](mailto:pharmacy@ks.gov)  
785-296-4056

# Medication Safety

The National Association of Boards of Pharmacy provides helpful information about medication safety. Key safety topics are covered below, but more information can be found online at [safe.pharmacy](http://safe.pharmacy).

## Using medications safely

- Keep medications out of the reach of children to avoid accidental ingestion.
- Stay aware of how the medications you are taking may affect you, such as side effects or interactions with certain foods or alcohol. Some medications may increase your risk of falling.
- Some medications may interact with other medications, including non-prescription medications. Discuss all of the medications you take with your pharmacist and provider.

## Safely dispose of your medications

Below are a few resources with information on how to dispose of medications:

- **General:** [safe.pharmacy/drug-disposal](http://safe.pharmacy/drug-disposal)
- **General:** [fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines](http://fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines)

- **General:** [fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](http://fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)
- **Cancer medications:** [cancer.net/navigating-cancer-care/managing-your-care/safe-storage-and-disposal-cancer-medications](http://cancer.net/navigating-cancer-care/managing-your-care/safe-storage-and-disposal-cancer-medications)

If you have additional questions about how to correctly dispose of your specialty medications, please call our pharmacy.

## Additional safety tips

U.S. Food and Drug Administration (FDA) has additional tips for learning how to safely use medications by talking with your pharmacist at [fda.gov/drugs/resources-you-drugs/stop-learn-go-tips-talking-your-pharmacist-learn-how-use-medicines-safely](http://fda.gov/drugs/resources-you-drugs/stop-learn-go-tips-talking-your-pharmacist-learn-how-use-medicines-safely).

These include:

- Things to tell your pharmacist, such as what other medications you use and if you have other medical conditions
- Things to ask your pharmacist, such as how to take the medication and what to do if you miss a dose
- Things to check when getting your prescription, such as the dose and making sure you have any supplies you need

# Emergency and Disaster Preparedness Plan

Saint Luke's Advanced Care Pharmacy has an emergency preparedness plan to ensure we can continue to serve your prescription care needs in the case of a disaster.

When there is a threat of disaster or inclement weather in the local area, we will contact you to ensure you have enough medication.

We will coordinate with other health care providers and pharmacies as necessary to ensure you receive your medication therapy.

If you have a personal emergency and you need your medication, please contact us at your convenience and we will assist you.

## mySaintLuke's

### Connect with us online through our secure portal.

- Email your care team
- Get test results
- Go mobile with the mySaintLuke's app

Sign up today at [mySaintLukeskc.org](http://mySaintLukeskc.org)

### ◆ Need help?

**844-446-5479 (toll free)**



# Medicare Insurance Helpline

**A free resource for Saint Luke's patients to understand and compare Medicare insurance options.**

The Medicare Insurance Helpline is a free service through MedicareCompareUSA. Call center specialists are standing by to help:

- Verify Medicare plans accepted by your health care providers
- Compare Medicare plans to meet your personal needs and preferences
- Identify a Medicare prescription plan that covers all your medications at the lowest cost
- Mail or email information for any Medicare plan enrollment process

## Contact us

**MedicareCompareUSA**

866-261-5915

MedicareCompareUSA.com

Serviced by



MedicareCompareUSA is a licensed insurance call center. Helpline is provided to Medicare beneficiaries at no cost and with no obligation. MedicareCompareUSA is not affiliated with the federal Medicare program.

# Notice of Assistance

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 816-932-6145.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 816-932-6145.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-816-932-6145.

**Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 816-932-6145。

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 816-932-6145.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 816-932-6145.

**Laotian:** ໂປດຊານ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 816-932-6145.

**Arabic:** انتباه: إذا كنت تتحدث بلغة أخرى، فسيكون لدينا خدمات مساعدة لغوية مجانية لك. اتصل بنا على الرقم 816-932-6145.

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 816-932-6145.

**Burmese:** သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောဆိုပါက၊ ဘာသာစကား အကူအညီ အခမဲ့ အသုံးပြုခွင့်ကို စီစဉ်ပေးဆောင်ပေးပါမည်။ ဖုန်းနံပါတ် 816-932-6145 သို့ ဝေဖန်ပေးပါ။

**French:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 816-932-6145.

**Japanese:** 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。816-932-6145。まで、お電話にてご連絡ください。

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 816-932-6145.

**Hmong:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 816-932-6145.

**Farsi:** توجه: اگر شما فارسی صحبت می کنید، خدمات رایگان ترجمه و تفسیر در دسترس شماست. با ما تماس بگیرید: 816-932-6145.

**Swahili:** KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 816-932-6145.

**Serbo-Croatian:** OBAVIJESTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 816-932-6145.

**Pennsylvanian Dutch:** Wann du [Deutsch (Pennsylvania German / Dutch)] schwetztscht, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die english Schprooch. Ruf selli Nummer uff: Call 816-932-6145.

**Oromo:** Afaan dubbattu Oromiffa, tajaajila gargaarsa afaaniti, kanfaltiidhaan ala, ni argama. Bilbilaa 816-932-6145.

**Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 816-932-6145.

**Amharic:** ጥንቅቅ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የተገኙት አገልግሎቶች በነጻ ለያገዝዎት ተዘጋጅተዋል። ወደ 816-932-6145 ቁጥር ይደውሉ።

# Patient Bill of Rights

## Patient Responsibilities

1. The patient has the right to participate in the development and implementation of their plan of care.
2. The patient has a right to receive information in a manner they understand.
3. The patient has a right to personal privacy and confidentiality.
4. The patient has a right to confidentiality of their medical record.

## Individual Patient Responsibilities:

### 1. Provide Information

- a. Patients and their families or representatives are responsible to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health including perceived risks in their care and unexpected changes in their condition. This information will help the home care and hospice staff understand the patient, family or representatives' needs and expectations.

### 2. Ask Questions

- a. Patients and their families or representatives are responsible to ask questions when they do not understand their care, treatment, and services or what they are expected to do.

### 3. Participate in Development and Follow the Established Care Plan

- a. Patient and their families or representatives are responsible to participate in the development of the plan of care, treatment, and services. They should express any concerns about their ability to fulfill the proposed care plan or course of care, treatment, and services.
- b. Patients and their families or representatives are responsible for their actions if refusing a treatment or service recommended as part of the proposed plan.
- c. Patients and their families or representatives are responsible to follow the agreed upon plan for care and understand the possible outcomes if not followed.

### 4. Show Respect and Consideration

- a. Patients and their families or representatives are responsible to be considerate of the home care and hospice staff and property.

### 5. Meet Financial Commitments

- a. Patients and their families or representatives are responsible for assuring the financial obligation of their healthcare are fulfilled as promptly as possible.

# Advanced Care Pharmacy Patient Rights and Responsibilities

In addition to adhering to the applicable requirements of Saint Luke's Patient Rights and Responsibilities policy, Saint Luke's Advanced Care Pharmacy shall at a minimum, provide patients with the following information:

1. The right to know about the philosophy and characteristics of the patient management program.
2. The right to have personal health information shared with the patient management program only in accordance with state and federal law.
3. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
4. The right to speak with a health care professional.
5. The right to receive information about the patient management program.
6. The right to receive administrative information regarding changes in, or termination of, the patient management program.

7. The right to give, withhold, or revoke consent, including decline participation or dis-enroll at any point in time.

In addition to adhering to the applicable requirements of Saint Luke's Patient Rights and Responsibilities policy, Saint Luke's Advanced Care Pharmacy shall at a minimum, advise patients enrolled in the patient management program of the following patient responsibilities:

1. To notify the patient's physician and the pharmacy of any potential side effects and/or complications.
2. To submit forms that are necessary to participate in the program, to the extent required by law.
3. To provide accurate medical and contact information and to notify the patient management program of any changes.
4. To notify the treating provider of participation in the services provided by the pharmacy, such as the patient management program.

# Discrimination is Against the Law

Saint Luke's Advanced Care Pharmacy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Saint Luke's Advanced Care Pharmacy does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## Saint Luke's Advanced Care Pharmacy

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Director, Quality and Risk Post-Acute Care Services.

If you believe that Saint Luke's Advanced Care Pharmacy has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

### Director, Quality and Risk Post-Acute Care Services

901 E. 104th St.  
Mailstop #3000N  
Kansas City, MO 64131  
816-599-9232

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Director, Quality and Risk Post-Acute Care Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights

Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019  
800-537-7697 (TDD)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).



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We look forward to providing you with the best service possible. We know you have many options for your health care, and we thank you for choosing Saint Luke's Advanced Care Pharmacy.

## ◆ Contact us

### **Saint Luke's Advanced Care Pharmacy**

**Specialty Pharmacy:** 816-986-5510

**Home Infusion:** 816-532-7750

**Toll Free:** 844-986-5510

**Fax:** 816-532-7754

[DL\\_advancedcarepharma@saintlukeskc.org](mailto:DL_advancedcarepharma@saintlukeskc.org)

10920 Elm Ave.  
Kansas City, MO 64134

### **Business hours**

Monday - Friday, 8 a.m. - 5 p.m.

[saintlukeskc.org/pharmacy](http://saintlukeskc.org/pharmacy)



Download the [SaintLukesKC app](#)



Saint Luke's Health System shall not discriminate on the basis of race, color, national origin, gender, pregnancy status, sexual orientation, age, religion, disability, veteran status, gender identity or expression. *Saint Luke's Health System* cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

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