

Specialty Pharmacy Patient Information Packet

◆ Saint Luke's



Welcome

Saint Luke's Advanced Care Pharmacy is pleased to provide specialty medications to serve your specific health care needs. We provide services to patients in Kansas and Missouri with needs in the following specialties: oncology, neurology, cardiology, pulmonology, hepatology, dermatology, and rheumatology. 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 **hospspecialty@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 provider

We work directly with your provider 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 of Kansas City

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.

◆ Contact information

Specialty Pharmacy: 816-986-5510

Toll Free: 844-986-5510

Fax: 816-532-7754

hospspecialty@saintlukeskc.org

How it Works

1. Provider 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 provider.

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 provider 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 medication 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 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.

We will inform you whether the pharmacy is in-network. There may be additional costs if the medication is not covered by insurance. You will be informed in writing or by phone of any out-of-pocket expense that you owe due to copay, network status, or medication coverage.

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 your 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 U.S. 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
202-216-9010

Accreditation Commission for Health Care

achc.org/contact
855-937-2242

Missouri Board of Pharmacy

pr.mo.gov/pharmacists-public-consumers.asp
573-751-0091

Kansas Board of Pharmacy

pharmacy.ks.gov
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.

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
- **General:** [fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines](https://www.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](https://www.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](https://www.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

The 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](https://www.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

Home Safety and Emergency Preparedness

Home safety tips

Each year many people suffer injuries in their home. Taking simple steps may help to reduce your risk. We have provided a checklist below that may help you identify and take steps to prevent an injury within your home.

Falls

- Keep the floor clean and uncluttered to provide a clear path to walk
- Promptly clean up spills to avoid slipping
- If you use throw rugs, place them over a run liner or choose rugs with non-skid backs to reduce your chance of tripping or slipping
- Use a mat or install adhesive in your tub or shower to avoid slipping
- Tuck away electrical cords out of walkways

- Provide handrails for all stairs and steps
- Make sure all walkways are well lit and use night lights as needed
- Have a flashlight that works

Accidental poisoning

- Keep all hazardous materials and liquids out of the reach of children
- Place childproof locks on cabinets for young children and use childproof bottles
- Keep medications out of the reach of children and know your local poison control number or call 1-800-222-1222

Fire and electrical burns

- Place smoke detectors in your home and replace batteries at least once per year
- Test each smoke detector once a month

- Have a fire plan that all family members know that tells them how to escape from the house and where to go after leaving the house
- Place electrical outlet covers over all outlets not in use
- Check to make sure your water heater is set no higher than 120°F
- Keep children away from the stove and never leave the stove unattended while cooking
- Keep matches and lighters out of the reach of children

Emergency preparedness

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.

If you experience a fire, storm, or other disaster and you must move, please notify your provider and Specialty Pharmacy. Provide

your contact information and new delivery location to ensure that you continue to receive your specialty medication therapy.

Fire response

In case of a fire, try to safely rescue anyone from immediate danger and call the fire department. Otherwise, leave your house or other area and call the fire department. Close doors to the areas containing the fire. Only attempt to extinguish the fire if it is in a small, localized area; otherwise, leave the area and notify the fire department.

Natural disasters

In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights, and extra batteries. Report any special needs to electric and gas companies; they may be able to prioritize the restoration of your services. Check your home for any gas or water leaks and turn off appropriate valves. Stay away from windows or broken glass. Wear shoes at all times. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

Power outage

Notify your gas and electric companies if there is loss of power. Report any special needs to electric and gas companies; they may be able to prioritize the restoration of your services. Have a battery-

operated radio, flashlights, batteries, and candles available. If you use oxygen, avoid lighting candles if possible. If you must use candles turn your oxygen off before lighting or being around any flames.

Winter storm

Prepare an emergency kit with water, non-perishable food, battery-operated radio, flashlight with fresh batteries, first-aid kit, and prescription medications. Keep a full charge on your cell phone. DO NOT use your stove for heat. If your power goes out, use extra blankets, sleeping bags, warm winter coats, gloves, and hats. Never use a charcoal grill or portable gas camp stove inside your home. Avoid using candles, as they can lead to house fires. If you do use candles, never leave them unattended.

mySaintLuke's

Connect with us online through our secure portal.

- Message your care team
- Refill perscriptions
- Get test results

Sign up today at **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

866-391-7763

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.

Patient Bill of Rights

Patient Rights

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

- 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 staff understand the patient, family, or representatives' needs and expectations.

2. Ask Questions

- 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

- 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.
- Patients and their families or representatives are responsible for their actions if refusing a treatment or service recommended as part of the proposed plan.
- 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

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

5. Meet Financial Commitments

- Patients and their families or representatives are responsible for assuring the financial obligation of their health care 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 have personal health information shared only in accordance with state and federal law.
2. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
3. The right to speak with a health care professional.
4. The right to receive information about the patient management program including scope of services, services provided, frequency of communication, limitations on services, and any modifications to the plan of care.
5. The right to give, withhold, or revoke consent, including decline participation or disenroll at any point in time after the consequences of refusing participation/treatment are presented.

6. The right to be informed, in advance of service being provided of their financial responsibility.
7. The right to have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
8. The right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
9. The right to voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
10. The right to have grievances/complaints regarding treatment or care that is (or fails to be) furnished or lack of respect of property investigated.
11. The right to receive appropriate care without discrimination in accordance with patient's prescription, if applicable.
12. The right to be fully informed of one's 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, advise patients enrolled in the patient management program of the following patient responsibilities:

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

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** or by mail or phone at:

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

200 Independence Ave., 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**.

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

Toll Free: 844-986-5510

Fax: 816-532-7754

hospspecialty@saintlukeskc.org

10920 Elm Ave.
Kansas City, MO 64134

Business hours

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

We are closed on weekends and holidays.

A pharmacist is available 24/7 to answer questions about your medications or condition.

Call 816-986-5510 or toll free 1-844-986-5510.

saintlukeskc.org/pharmacy



ACCREDITED
Specialty Pharmacy

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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.
saintlukeskc.org/diversity-inclusion