



Specialty Pharmacy - Patient Welcome Packet

At **Benzer Specialty Pharmacy** our mission is to provide patients, customers and peers with personalized, professional and FREE health advice from our highly trained and courteous staff of pharmacists and health professionals. We strive to maintain the wellbeing of the local community and its residents as the utmost importance. Our commitment to you is to provide quality and affordable products from a company with exceptional community and family values. Get better with Benzer!

Dear New Patient,

Thank you for choosing **Benzer Specialty Pharmacy** for your specialty medication needs! Enclosed in this information packet you will find:

- Frequently Asked Questions
- Patient Management Program Information Sheet
- Patient Rights & Responsibilities
- Medicare Prescription Drug Coverage and Your Rights
- Notice of Privacy Practices
- Complaint Procedure
- American Red Cross Emergency Preparedness
- Community Resource List
- Disclosures to sign and return

Please COMPLETE, SIGN and RETURN the **Patient's Rights and Responsibilities, Credit Card Authorization Form, Satisfaction Survey, HIPAA Privacy Authorization Form and Patient Acknowledgement of Receipt and Assignment of Benefits** documents and return them to us at your earliest convenience in the self-addressed stamped envelope that is enclosed.

If there are ever any future changes to your contact information, insurance, address or doctor, please tell Benzer Pharmacy *immediately*.

Customer care is our first priority. Please let us know if there is anything else we can do to make your home health experience a more enjoyable one. Services we offer include:

- Home Delivery
- Customized Medication Packaging
- Refill Reminder
- Online Refills
- Free Medication Flavoring
- 90-day Prescriptions
- ExpressPay
- E-Prescriptions
- Insurance
- Workers' Compensation
- Long Term Care
- Immunization

This Benzer Pharmacy location provides Specialty Services to the following states: AZ, CO, CT, DE, GA, IL, IN, KS, MA, MI, MN, MT, NY, NM, ND, OH, PA, RI, SD, VT, WA, WI, WY, DC

Thank you for choosing Benzer Specialty Pharmacy. We look forward to taking care of your specialty pharmaceutical needs!

Benzer Pharmacy is located at:

6300 Commerce Dr.
Westland, MI 48185

Hours of Operation:

Monday through Friday:
8:30am – 5:30pm EST
Saturday: 9:00am – 1:00pm EST

After Hours & Toll-Free Phone Number:

855-792-2736
(A pharmacist is available 24 hours a day,
7 days a week)

Our Website:

www.benzerspecialtypharmacy.com

Local Numbers

Tel: (734) 728-4030
Fax: (734) 728-4037

Alternatively, you may email us at:

info@benzerspecialtypharmacy.com



Frequently Asked Questions

Q: How can I order refills on my medications?

A: Please expect a courtesy phone call about a week before your next refill from a Benzer Specialty Pharmacy Patient Care Advocate. The Patient Care Advocate will confirm with you that you are still taking the medication and are not having any unbearable side effects. If an "authorization" is required for a prescription from either the doctor or insurance company, our staff will inform you and take the necessary steps to acquire the authorization. You may also order refills yourself by calling or at www.benzerspecialtypharmacy.com

Q: How and when do I pay?

A: You will be notified of your cost by our staff once a prescription is processed. At the time, our staff can answer questions related to your prescription cost, such as further explaining your out-of-pocket cost, deductibles, co-payments, co-insurance, limits, etc. You may be eligible to be enrolled into prescription drug assistance programs to assist you with out-of-pocket costs. Ask a Benzer Specialty Pharmacy staff member for more details or to request assistance on navigating these applications.

Q: What if I want more information on my medication?

A: When you receive your prescription we will include a Medication Guide to inform you about the medication you are receiving, however if at any point you have any additional questions, our staff is available to you to answer any questions you may have. If you prefer to read more information, we can also email you or mail evidence-based educational materials to your house. Our knowledgeable pharmacist is always present during hours of operation. If you have a clinical question after business hours, call us toll free to reach a pharmacist 24 hours a day, 7 days a week. ***If you are having a medical emergency, please call 911 or go to the closest emergency room. A medical emergency would be having a severe allergic reaction to this or any medication. Billing questions or non-emergent calls will be dealt with during regular business hours.**

Q: What if the Pharmacy can't fill my medication?

A: In the event we are unable to fill a medication ordered by your physician or if we are considered "out-of-network" with your insurance carrier, Benzer Pharmacy will find out exactly where you are able to fill the prescription and how you will be able to receive it and send the ordered prescription to the appropriate Pharmacy. Once everything is transferred and confirmed our personnel will then reach out to you and provide you with all the details of where your medication will be coming from.

Q: What will happen if my insurance decides to stop covering my medication?

A: There are times when patient's prescription drug coverage may undergo changes, in which they may rework their preferred drug lists. If this happens, our Pharmacy staff will first reach out to you to make you aware of the change in drug coverage and then contact your physician for an alternate option that will ideally save you the most money and still give you the best care for your condition.

Q: How will I get my medication in the event of an emergency?

A: In case of a natural disaster and you are unable to receive your medication at your home address, we are able to ship the medication to any medication designated by the patient (i.e.: storm shelter, physician's office, friend/family member's home, etc.) If you have not received your medication by the expected delivery date, our Pharmacy will reach out the courier to track the delivery and location status of the package. Benzer Pharmacy will always make sure that you have a non-stop supply of your medications.

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FAQ's continued...

Q: How will I be able to contact the pharmacy in an emergency?

A: Hopefully, Benzer Pharmacy will be contacting FIRST in the event of an emergency to notify you of any changes or deviations to your Plan of Care. In the event of any emergency (evacuations or otherwise), Benzer staff will notify you beforehand in case the pharmacy needs to move its operations to a nearby Benzer in order to maintain continuity. This will be communicated to you. Please stay updated by checking your local radio or television stations for up-to-date news on any disaster or emergency situations in your area regarding evacuations and please be sure to always bring your medications with you when leaving your home for an extended period of time or when your expected return is unknown. It is Benzer's policy that if something were to happen to the phone lines at the pharmacy, the landlines will be re-routed to staff's cell phones. In the event this does not happen, or if you are trying to reach the pharmacy before we are able to talk to the telephone company, please feel free to reach out to our Corporate Office at 813-304-2221 to get updated information on any of our Benzer Pharmacy locations.

Q: How do I find out the status of my prescription order?

A: As soon as we receive the prescription request from your Physician, it is our policy to immediately reach out to you to inform you that the order is in process. We will update you along the way with the current status of the medication. You will be notified of any co-pays, if we have to submit any additional paperwork the insurance to get the medication approved, or if we have to substitute the medication with a generic equivalent and when your medication will be shipped and delivered to you. You are always welcome to contact the pharmacy at any time to ask the status of your order or for patient consultation of medications and side effects. You may also visit our website at www.benzerspecialtypharmacy.com or email us at info@benzerspecialtypharmacy.com.

Q: What steps do I take to find out if I have a new prescription insurance plan?

A: If at any time your prescription drug coverage changes, we will notify you and provide you with the contact information to the insurance plan and walk you through the steps on how to get this information. We are also available to assist you in navigating different insurance plans if you are trying to switch plans yourself.

Q: How do I report a medication error or hazard?

A: The Institute for Safe Medication Practices (ISMP) operates a confidential, national, voluntary medication error reporting program. To report a medication error or vaccine error, visit [ISMP Medication Errors Reporting Program \(MERP\)](http://www.ismp.org). Their website is <https://www.ismp.org>. The information provided is protected, safe and confidential. You may also file a complaint with your insurance company directly by calling the toll free number for Member Services on the back of your insurance card.

Q: Will you let me know if there is ever a safety issue with my medication?

A: Sometimes medications are recalled by the manufacturer if there is a safety concern. If this happens, we will notify you and your doctor and give you the next steps to take, if necessary. This information can also be found online at <http://www.fda.gov/Safety/Recalls/default.htm>. If you ever have any questions regarding any of these procedures, feel free to call and ask our Pharmacist.

Q: What is the best way to dispose of my old medications?

A: Benzer Pharmacy wants to make sure you have the most accurate, up-to-date information when it comes to disposing your old medications so we ask that you call our Pharmacist so we can tell you how the best way to do this, using manufacturer guidelines. Additional information may also be found on our website regarding this issue- <https://www.benzerpharmacy.com/pdf/Guidelines-For-How-To-Dispose-Unused-Medications-Updated.pdf>

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FAQ's continued...

Q: What do I do if I experience side effects?

A: If you experience a serious life-threatening reaction from your medication, go to the nearest Emergency Room immediately or dial 911. If you experience a mild adverse reaction, Benzer Pharmacy encourages you to call us so our Pharmacist can discuss it with you, and then we will notify your doctor for you and determine how he/she would like to handle the side effects. If you are not sure, feel free to give your Benzer pharmacist a call.

Q: Will you ever substitute my medication for a different one?

A: Benzer Specialty Pharmacy is located in Michigan where the substitution law states that a pharmacy may dispense a less-expensive generic but only if the FDA has determined that the generic is equal in effectiveness. That being said, you or your doctor may request that a branded medication must be used, and our Pharmacy staff will go over any price differences with you over the phone. If you have any questions or concerns on our substitution procedures, feel free to call us.

Q: Should I worry about infections?

A: Benzer Pharmacy staff is routinely trained on safely handling pharmaceuticals and how to avoid spreading infection. Staff members wash their hands appropriately and wear gloves and masks when preparing your medication and know not to come into work if they are contagious. All dispensing equipment is cleaned after each use and maintained in tip-top shape.

Hand Washing Procedure

Washing your hands to remove bacteria is the most important step that you can take to prevent infection. Dirty hands are the most common way to spread infection.

Always wash your hands before handling equipment or doing any procedures.

Repeat hand washing if your hands become contaminated at any time during a procedure.

Procedure

1. Remove all pieces of jewelry before washing. Bacteria can hide in those items.
2. Turn on the water and adjust the temperature. Keep water running while washing. Apply antibacterial soap to your hands and lower forearms and scrub aggressively for at least two minutes.
3. Start at the fingernails and scrub under all fingernails. Scrub each finger and in-between fingers.
4. Scrub inner palms and wash back of hands.
5. Rinse your hands under running water. Hold hands up as you are rinsing so the dirty water does not run back down your fingers.
6. Thoroughly dry hands with a paper towel.
7. Use a paper towel to turn off water. Discard the paper towel in the trash.

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Benzer Pharmacy Complaint Procedure

Policy

Benzer Pharmacy values input from its customers to ensure they provide the best quality services. Benzer Pharmacy maintains a formal process to address customer complaints, responds in a timely manner, and utilizes this information to promote organizational improvement. A consumer complaint may emanate from the consumer/claimant receiving the benefits and services, a provider acting on the consumer's behalf, a family member or caregiver, and/or a prescriber

Procedure

The Complaint Process:

- A. Any Benzer Pharmacy staff can receive a complaint verbally or in writing. Staff will attempt to respond and satisfy the consumer in the moment, but if this is not possible staff will engage the formal complaint process.
- B. The staff member who receives the complaint will complete the Benzer Pharmacy Consumer Complaint Summary Form and document the following information:
 - 1. Date complaint received
 - 2. Complainant's name and contact information
 - 3. Relationship to the patient (if not the patient)
 - 4. Brief description of the nature of the complaint
- C. This information is then immediately sent to the Pharmacist in Charge or their delegate for follow-up and resolution.
- D. He/she reviews the information upon receipt and takes the appropriate actions:

*It is the policy of Benzer Pharmacy and expectation that complaints received at the store are handled as soon as possible, at the moment of receiving of the complaint, by the Store Manager or Pharmacist-in-charge. In these instances, the complaint does not need to be escalated to Corporate and subsequently acknowledged and responded to in the procedure outlined here.

- 1. Provides the consumer with verbal and/or written acknowledgement of the complaint upon receipt or within five (5) business days of receipt. If the consumer's provider has initiated the complaint, he/she will also receive copies of the acknowledgement of the receipt of the complaint and resolution.
 - 2. Investigates the complaint and includes organization leadership as needed
 - 3. Provides a written complaint resolution letter within fourteen (14) calendar days of receipt of the complaint.
- E. Should a patient want to escalate their complaint(s), the patient may file an additional complaint with their corresponding insurance carrier while concurrently undergoing the complaint process with Benzer Pharmacy.
- F. If Benzer Pharmacy cannot help the consumer solve their concerns, then the consumer may call **ACHC at 1-855-937-2242** (accreditation agency that works with Benzer Pharmacy Specialty and Medicare Part B customers) or contact URAC at www.uran.org/complaint (Benzer Pharmacy's accreditation agency that works with Specialty customers).
- G. To file a complaint with CMS (Medicare beneficiaries/DME supplies recipients) call **1-800-MEDICARE (1-800-633-4227)**
- H. To file a complaint with the Michigan Dept of Licensing and Regulatory Affairs, complete the complaint form located at this web address: https://www.michigan.gov/documents/lara/lara_ED_200PKT_AllegationPkt_477156_7.pdf
- I. Should the consumer feel their privacy rights have been violated, they may contact Benzer Pharmacy's Pharmacist in Charge or their delegate. The consumer may also file a complaint with the Secretary of Health and Human Services (Office of Civil Rights) (<http://hhs.gov/ocr/privacy/index.html>)

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Acknowledgement of Receipt

Please confirm that you received Benzer Specialty Pharmacy Welcome Packet by signing and kindly send back to us in the enclosed postage paid envelope the following:

- Patient's Rights and Responsibilities
- Customer Credit Card Authorization Form
- HIPAA Privacy Authorization Form
- Customer Satisfaction Survey
- Patient Acknowledgement of Receipt & Assignment of Benefits

By my signature below, I hereby acknowledge receipt of the following:

Patient Welcome Packet, Hours of Operation, Contact Information, Patient Rights & Responsibilities, Notice of Privacy Practices, Complaint Procedure, Emergency & Disaster Preparedness

Patient Signature _____ Date _____

Assignment of Benefits

I hereby authorize Benzer Pharmacy to bill my insurance carrier or any other payment source. I assign all benefits and authorize payment directly to Benzer Pharmacy for any benefits otherwise payable to me for all claims for such services provided or submitted prior to, or after, the date provided on this form. I understand that I am financially responsible for payment for all services rendered and that I am obligated to pay all charges denied by my insurance carrier. This assignment and authorization in no way releases me from said responsibility and imposes no obligation on Benzer Pharmacy to collect money on my behalf.

I have read, understand and agree to the Assignment of Benefits.

Patient Signature _____ Date _____

Print Name _____

Patient Address _____

We are glad that you have chosen Benzer Specialty Pharmacy to service all your pharmacy needs!

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