

# Customer Information

Exceptional value

Convenience

Coordinated care



## Our mission

Advocate Health has a vision for health care: To provide patients with better health care than they can get anywhere else.

Our Pharmacy mission is closely related: To help our patients with complex, chronic diseases by providing them with the full range of pharmacy services in the quickest manner, at the lowest possible cost.

## How to contact us

We can be reached by phone **Monday through Friday from 8 a.m. to 6 p.m. CST and Saturdays 9 a.m. to 1 p.m. CST**. Calling us directly **toll-free 877-409-0148** is the best way to reach our pharmacy team during business hours. Use this number to contact us with any questions. Your questions may relate to: order status, delays, our ability to serve your insurance or location, claims-related issues, opting-out of our services, and information about your financial responsibilities, copays, deductibles, co-insurance or medication cash-pricing.

We have phone service for questions outside of business hours. You may call our toll-free number anytime if you need to speak with a pharmacist.

Non-urgent questions or concerns can also be sent to us anytime by email through [Pharmacy@aah.org](mailto:Pharmacy@aah.org). Your email message will be responded to during business hours.

Visit us on the web at [AuroraPharmacy.org](http://AuroraPharmacy.org).

Our fax number is 262-253-3001.

## Scope of services

### Our licensed team includes:

- Registered pharmacists

### Our expert team includes:

- Certified pharmacy technicians
- Billing specialists

## Our Pharmacy Program provides patients and clients with:

- **Medication Dispensing.** Our pharmacy will fill each prescription as written by your doctor. We will ship the drug to you either by mail or by overnight courier. We do not charge you for shipping

In most cases, if a generic drug is available and the doctor allows it, we will dispense an approved generic drug equal to the brand drug. But you need to know that for many medications, there are no equal generics.

- **Medication Counseling.** When people start a new drug, they have questions. Our pharmacy is ready to explain each new drug to patients and takes time to answer questions. We explain how to use the drug and what to expect – the helpful effects and the side effects.

- **Therapy Management.** We give a high level of care to patients using complex drug treatments. Our patients who use narrow therapeutic medications may be at risk for side effects and other complications of treatment. Our pharmacy team will work closely with you and your doctor's team to make sure you get the best results from your drug.

### Financial services

- **Billing.** Our staff will process billing with your insurances. You are responsible for any remaining copay for your drug. We can bill your credit card for your copays.
- **Financial Assistance.** Our team members are experts in checking and getting coverage for your drugs and finding help for high out-of-pocket costs. The team will also inform you if our pharmacy is out of network for your insurance. We'll work with you to find you whatever help you qualify for.

Aurora Mail Order was designed to meet the needs of Advocate Health patients. Our service area includes all states except: Arkansas, California, Connecticut, Nevada, Utah, Virginia and including Washington D.C.

### **What is a Mail Order Pharmacy?**

Mail order pharmacy makes it easier for patients to get the desired results from their maintenance medications that treat chronic illness. Clinical pharmacists review prescriptions and medication profiles to reduce side effects, ensure safety, and achieve the best possible results.

Mail order pharmacists help you, the patient, become an important member of your care team. This team also includes your doctors, family members and caregivers. It may also include nursing services and other providers (mental health, nutrition, etc.)

Patient training and education is the key of a successful pharmacy. A well-informed patient (or caregiver) is better prepared to be a partner in his or her own care plan. Education helps patients deal with difficult side-effects, improve communication, and get results.

## **Patient Rights and Responsibilities**

As a patient of the pharmacy, you have certain rights and responsibilities.

### **You have the right to:**

1. Get prescribed products and services in a professional manner without discrimination relative to your sex, race, religion, ethnic group, sexual preference, or physical and/or mental disability.
2. Be informed of any financial benefits when referred to the organization, be informed of your financial responsibility in advance of care or services being provided and be given claims information related to your

prescriptions.

3. Be treated in a fair and courteous way, free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
4. Be provided identification by name and job title of the pharmacy team member providing services to you.
5. Speak to a health professional and get educational services and information needed to use drugs in the manner intended by your doctor.
6. Express concerns or grievances without fear of reprisal and have concerns or grievances properly investigated.
7. Request to speak with staff's supervisors if necessary.
8. Have your personal health information shared only as allowed by state and federal law and to be informed of our procedures for disclosure of clinical records. Confidentiality of health care information is strictly maintained.
9. Be informed of any benefits or limitation of Aurora Pharmacy services and get referrals to appropriate doctors when needed.
10. Decline participation, or disenroll, from any Aurora Pharmacy service at any point in time, simply by contacting us and expressing your choice.

## You have the responsibility to:

1. Participate in the development of an effective plan of care. In doing so, you have responsibility to provide, to the best of your knowledge, accurate and complete medical, personal, contact and coverage information (and notify us of any changes).
2. Adhere to the treatment plan prescribed by your doctor and discuss your use of the mail order services.
3. Ask questions about your care.
4. Communicate any information, concerns and/or questions related to changes in your condition to Aurora Pharmacy caregivers and your doctor's care team.
5. Notify Aurora Pharmacy if you are going to be unavailable for scheduled delivery times.
6. Treat Aurora Pharmacy staff with respect and dignity without mistreatment or discrimination as to color, religion, sex, or national or ethnic origin.
7. Care for, and safely use drugs, supplies and/or equipment, according to instructions provided, for the purpose they were prescribed and only for/on the individual for whom they were prescribed.
8. Contact us right away by phone if you suspect any errors or have concerns with prescriptions you get from Aurora Pharmacy.
9. Pay all copays, coinsurances, and invoices before receiving your medication order.
10. Submit any forms needed for you to get services.
11. Notify Aurora Pharmacy of any changes in your insurance coverage. Inform us right away of any address or telephone changes.

## How to use our services

Medication therapy can be complex. We want to make it as simple as possible for you to get started on your medication. So, let us take care of the details.

### Your prescription

We will fill your prescription just as the doctor orders it. Many medications are not available as a generic. When a generic is available, we'll follow all state and federal laws that may allow a generic substitute to be used. We will inform you when we provide a generic.

When we get your prescription, we'll make sure it's covered by your insurance. In some cases, the drug your doctor orders may not be available to us. In that case, we will either order your medication and subsequently delivery it upon arrival or notify you to reach out to your provider for alternative options. You may also contact other pharmacies regarding the availability of this medication and our pharmacists will work to transfer your prescription.

Your health is most important to us. We will work with you to make sure you always have the drug you need.

### Refilling your drug

You may request refills up to 10 days in advance of your last dose using the following methods:

- The LiveWell app
- MyChart
- Using the pharmacy's automated touch-tone system
- Contacting one our pharmacy representatives

Keep in mind, your order may take 5-7 days to ship. If for any reason there will be a delay, we will notify you.

## Compliance packaging

The mail order provides a compliance packaging service for patients who may have complex therapy regimens and require medication organization for ideal results. Compliance packaging allows patients to be adherent to their medication therapy and provide optimal medication administration timing. Patients can opt out of the service at any time after signing up.

## Emergencies

*For urgent pharmacy-related needs, contact us toll-free 24/7 by calling 877-409-0148. If you are experiencing a medical emergency, call 911.*

**Travel** – We will make every effort to give you any added drug you may need in advance of travel plans. Please notify us at least 10 days in advance of any planned travel. We will communicate with your insurer so that we can get any needed approvals to allow travel supplies.

**Disasters** – In the event of a natural disaster (flood, tornado, etc.) please contact us as soon as possible. We will work to make sure you get a supply of drug shipped to the place you want. If needed, we'll help in transferring your prescription to a place convenient for you. Prepare for emergencies: [ready.gov/plan](http://ready.gov/plan).

**Transferring your prescription** – If you want to have your prescription dispensed by a different pharmacy for any reason, we will help transfer the prescription information to your new pharmacy. Kindly ask the new pharmacy to contact us by phone and we'll transfer the prescription.

**Lost and stolen drugs** – Please take good care of your drugs. In the event of lost, stolen or damaged drugs, we will be happy to replace the drugs, but you may be responsible for any additional costs. Many insurance companies will not pay for replacement drug in these cases.

**Missed doses or deliveries** – Call us at 877-409-0148 if you miss doses, need help using your drug or equipment, or do not get your delivery on time.

## Patient education services

People who know more about their conditions and the drugs used to treat those conditions often get better results. Our goal is to give our patients with the educational materials they need to become active and successful participants in their care. We do that by providing information in a variety of ways, so patients can use the format they prefer.

When you enroll in the mail order service, we'll begin by working with you to learn your specific needs. We'll provide you with information from written and online sources. And our pharmacy staff will always be available to help answer your questions or connect you with other sources of trusted information.

Education programs work better if there is good two-way communication. So that you can get the best benefits from your treatments, please be sure to notify us of any changes to your condition or drug treatments.

Advocate Health provides medical interpreters who can help you talk with your doctor or health care providers in your own language and other communication aids to help you and your family members with your visit. We provide this service at no cost to you. Please let us know if you require language help.

If you have questions or concerns about information got from us, or from other sources, feel free to contact us.

You can reach your pharmacy team **toll-free at 877-409-0148**.

## Helpful patient resources

Many people like to learn more about their drug or their medical condition. Your local library is a good place to find information on medical conditions.

There are websites and patient programs available from the makers of most drugs.

Contact us and we can help get you enrolled in a

manufacturer support program.

In addition, these websites may be helpful for many patients:

- National Library of Medicine: [nlm.nih.gov](http://nlm.nih.gov)
- Emergency Preparedness: [ready.gov/plan](http://ready.gov/plan)
- Advocate Health: [AdvocateHealth.org](http://AdvocateHealth.org)
- Drug Information Online: [drugs.com](http://drugs.com)
- Aurora Mail Order: [AuroraPharmacy.org](http://AuroraPharmacy.org)

## Patient safety

**Drug recalls** – We carefully follow all drug recalls. In the rare event that a drug that we dispensed to you is recalled by the manufacturer, we will contact you directly by phone and give you instructions to get a replacement drug. You will not be charged for any drug to replace a recalled product. We only use vetted and licensed suppliers. If you are concerned that a drug may be counterfeit, contact us for help.

**Safe disposal of drugs** – If you no longer need a drug, there are safe ways to dispose of it. Follow specific disposal instructions on the drug label or patient information that goes with the drug. Make use of drug take-back programs in your community that allow the public to bring unused drugs to a central site for proper disposal.

Call your city or county government's household trash and recycling service (see blue pages in the phone book) to see if a take-back program is available in your community.

If in doubt about proper disposal, talk to one of our pharmacists.

**What to do if you have a drug reaction** – Drugs can treat or prevent illness and disease. However, sometimes drugs can cause problems. These problems are called adverse drug reactions. You should know what to do if you think that you or someone you take care of is having an adverse drug reaction.

If you have any questions about something unexpected, please contact your doctor or give us a call. If you have any serious problem, such as difficulty breathing, bleeding, severe nausea and vomiting, get care from a doctor right away.

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**Reporting drug errors** – We strive to be fully accurate when dispensing drugs to our patients. If you ever believe that something isn't right with your prescription, or if the prescription information didn't match what your doctor or pharmacist told you, contact us right away by phone. We'll check everything and make sure you get the drug just as your doctor ordered.

We take quality seriously. We will record and report any drug error through our continuous quality program. We will take steps to correct any processes that could lead to error so that we can prevent any future errors of a similar manner.

**Reporting service complaints** – Our goal is to give every patient service that is perfect in every way. If you have any reason to submit a complaint about our service, please call **Advocate Health's toll-free pharmacy customer care line at 888-409-0148. You can speak with someone 8 a.m. to 6 p.m CST Monday through Friday or Saturday 9 a.m. to 1 p.m CST or leave a message 24/7 and we'll respond the next business day.**

Our Pharmacy is licensed in Wisconsin. Complaints or grievances about our service may be directed online to the Wisconsin Pharmacy Examining Board at [dsps.wi.gov](http://dsps.wi.gov).

Our Pharmacy is accredited by ACHC. Complaints or grievances about our service may be directed to ACHC at [ACHC.org](http://ACHC.org) or 855-937-2242.

Our Pharmacy is accredited by URAC. Complaints or grievances about our service may be directed online to URAC at [URAC.org](http://URAC.org) or 202-326-3942.

## Medication safety at home

Drugs can help you feel better or control a medical condition. If you take them in the wrong way, they can make you feel worse. If you take drugs prescribed by your doctor, or if you buy drugs "over the counter," follow these rules:

- Store all drugs that need to be kept cold in the fridge, in

an area away from anything else.

- Store all drugs that should be stored at room temperature in a clean, dry area, out of children's reach.
- Read the label with care.
- Take the drug just as your doctor tells you.
- Bring a list of drugs that you are using every time you visit the doctor.
- Ask your doctor to help you make a schedule, so you know what drugs to take at what time of day.
- If possible, use only one pharmacy for all your drugs. The pharmacist can help you keep track of what drugs you are taking.
- Make sure your caregiver(s) know what drugs you take and when you take them.
- Do not combine prescription and over-the-counter drugs or nutrition supplements unless your doctor approves it.
- **Do not** take the drug or change how much of the drug you take or how often you take it without first talking to your doctor.
- **Do not** take someone else's drugs.

**What you should know about each drug you take:**

- Name (generic and brand name)
- Reason for taking it
- How much to take
- How often to take it
- How long to take it
- Possible side effects and what to do if you experience them
- Special instructions (i.e.: take with meals, at bedtime)

***Ask questions! Talk with your doctor or pharmacist if there is anything you do not understand about your drug.***



**ACCREDITED**

Mail Service Pharmacy

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