

SPECIALTY PHARMACY

## The University of Vermont Health Specialty Pharmacy



*The heart and science of medicine.*

THE  
University of Vermont  
MEDICAL CENTER



Welcome to the  
University of Vermont Health  
Specialty Pharmacy

Dear Patient,

Since 2014, we have been proudly providing services close to home in Vermont and the upstate New York regions. We are excited to have you join us to embark on a journey towards improved health and well-being.

We understand that managing complex health conditions can be challenging, and our team of experts is here to guide you every step of the way. From your first prescription to ongoing support, our goal is to provide you with a comprehensive and compassionate experience. As a new patient, you can look forward to the following services:

- **Personalized Care:** Our team of clinical pharmacists and patient care coordinators work closely with your healthcare team, which includes providers, nurses, and other caregivers to tailor your treatment plan to your unique needs. We are here to answer your questions, address your concerns, and provide clear explanations about your medications 24/7.
- **Medication Management and Delivery:** We understand the importance of receiving your medications on time, and our streamlined processes ensure that your medications are delivered promptly. Our clinical team will also help you understand your medications, their potential side effects, and educate you on proper usage.
- **Ongoing Support:** We believe in building lasting relationships. From beginning to end, our patient management program is designed to assist you throughout your journey. We are here to empower you to make informed decisions about your health.
- **Insurance Assistance:** Figuring out insurance coverage can be confusing. Our knowledgeable patient care coordinators will work with your insurance provider to help you understand your coverage and assist in obtaining any necessary prior authorizations.

We encourage you to take advantage of our resources and services in order to make the most of your treatment experience. We are always here to help you achieve your health goals and enhance your quality of life.

We know that you have many choices, and we thank you for choosing the University of Vermont (UVM) Health Specialty Pharmacy to be your trusted partner in health.

Sincerely,

The UVM Health Specialty Pharmacy Team



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## What is Specialty Pharmacy?

A specialty pharmacy is one that focuses on medications for patients with chronic and complicated health conditions. Specialty pharmacies are able to provide services such as patient management programs that include treatment assessments, education, and financial assistance for patients with costly medication. Specialty pharmacy staff are available at every step to help make this experience easy for you and your healthcare team.

### OUR GOAL

Our goal is to offer you personalized and convenient access to your complex specialty medications in order to optimize your health outcomes.

### OUR THERAPEUTIC AREAS

Cardiology	Dermatology	Endocrine/Metabolic
Gastroenterology	Headache	Hematology/Oncology
Infectious Disease	Neurology	Osteoporosis
Pulmonology	Rheumatology	Specialty Infusion
Transgender Youth	Transplant	Women's Health

## Eligibility for Specialty Pharmacy Services

### WHO QUALIFIES FOR SPECIALTY PHARMACY

Patients who have already tried typical treatment options for complex, chronic, or rare conditions are often candidates for specialty medications. Eligibility may be based on many factors such as: medical criteria, diagnosis, disease progression, medications that have been tried in the past, and insurance coverage. These factors can all influence access to these specialized treatments.

## Contact Us

A clinical pharmacist is available **24 hours a day, 7 days a week, including holidays**, to answer any medication concerns. Simply call us at the one of the numbers listed below.

### Business Hours

Monday—Friday

8:30 am—5 pm

**Closed weekends and holidays**

### The UVM Medical Center Specialty Pharmacy

1 South Prospect Street

Burlington, VT 05401

**Phone:** 802-847-3353

**Toll Free:** 1-800-284-6630

## Patient Management Program

### REFILL MANAGEMENT & RECEIVING YOUR MEDICATION

The goal of the UVM Medical Center Specialty Pharmacy's patient management program is to personalize your patient care journey and optimize your outcomes. Pharmacists and patient care coordinators are at the heart of the patient management program by providing support, medication education, and regular follow ups to you, your caregivers, and family members.

Key aspects of our patient management program include:

- Showing how to properly use your medications and providing self-care with a helpful approach to general healthcare
- Providing tools to help stay on track with taking your medications
- Promoting continuity of care during health care transitions, such as hospitalizations
- Working with your healthcare team to manage any side effects or adverse events from your medications
- Giving you, your caregivers and family members the power to participate in your medication treatment plan

#### Limitations of the patient management program:

- The success of the program largely depends on the relationship between you and our specialty pharmacy team. Being involved is an important part of the program.

You have the right to opt out of the patient management program at any time. If you no longer wish to participate in the program, contact the **UVM Medical Center Specialty Pharmacy** directly at **802-847-3353**.



## Specialty Pharmacy Services

### WHAT YOU CAN EXPECT AS A PATIENT

1. **Once you have been referred** to the UVM Medical Center Specialty Pharmacy, a patient care coordinator will contact you to explain our services and reimbursement.
2. **Our patient care coordinators will plan shipment** and include all necessary supplies to take your prescription as directed. **A clinical pharmacist will review the medication therapy with you**, including how to take your medication and its possible side effects.
3. **After starting therapy**, a patient care coordinator will contact you approximately 7-10 days before your next refill is due to coordinate additional shipments.
4. **The UVM Medical Center Specialty Pharmacy coordinates all billing and prescription drug plan claims on your behalf.** We are happy to relieve you of the headaches of completing forms and filing claims. We submit, or file, claims to private insurance companies, Medicare, Medicaid, and other third-party payers. Many major drug plans cover our services. If your plan requires you to use a pharmacy other than ours, we will help connect you with that service. **The lowest-priced equivalent drug (i.e., generic) will be dispensed to you**, unless you or your prescriber requests otherwise. Please note that not all specialty medications are available in generic forms.
5. **Our patient care coordinators** will identify medication assistance programs to help you afford or pay for medication costs.
6. **The pharmacy team will help coordinate any additional services and support needed**, including nursing and home health services, as well as patient support groups.
7. **You may be asked to provide credit card information** for processing of your co-payments and coinsurance. This information is required for us to coordinate your bill and drug plan claims on your behalf.



## The Specialty Pharmacy Team

### **PATIENT CARE COORDINATORS**

#### **HOW OUR PATIENT CARE COORDINATORS CAN HELP YOU**

- Assist with questions about benefits and insurance prior authorization
- Provide deductible, co-pay, cash, coinsurance and out-of-pocket costs
- Help with an out-of-network status and cost differences for medication
- Provide insurance claims support and answer billing questions
- Make sure you have enough medication available until your next delivery and schedule refills
- Arrange deliveries to places such as: your home, work, or a UVM Medical Center Outpatient Pharmacy
- Address shipping questions or concerns and update you on order status

### **CLINICAL PHARMACISTS**

#### **HOW OUR CLINICAL PHARMACISTS CAN HELP YOU**

- Provide education on your medications so that you take it properly and understand your treatment.
- Review and update your medication list, including dosing and medication schedules, allergies, disease states, and health conditions.
- Manage any side effects (e.g. injection reactions) and interactions.
- Answer questions about storage, handling and disposal.
- Help with obtaining medications not available at your regular pharmacy.
- Provide information on applicable disease states, when requested.
- Notify you if there has been a drug recall or drug shortage that affects your treatment plan.
- Pharmacists are available if you would like to schedule an in person appointment.

## Financial Assistance

### HELP PAYING FOR YOUR MEDICATIONS

Our team will help you with finding the most affordable option for your specialty medication. There are several options available based on criteria determined at enrollment:



- Manufacturer assistance (co-pay cards)
- Insurance assistance
- Health Assistance Program (HAP) available through UVM Medical Center

## Providing Feedback

### UVM MEDICAL CENTER WOULD LIKE TO HEAR FROM YOU

If you would like to make a suggestion or complaint, please call us and a member of the leadership team will respond with a resolution within seven business days.

The UVM Medical Center Office of Patient Advocacy Program **802-847-3500** and our accrediting bodies can also be contacted. **ACHC** is available at **855-937-2242** and **URAC** has an online grievance document on **URAC.org**.

## Emergency Medication Preparedness

### WHAT TO EXPECT

We will contact affected patients to coordinate management of your medications in the event of a weather-related emergency, disaster, or other delay with your medication.

If you can, plan ahead! If your medication requires refrigeration, make sure you have a plan in place for temporary storage if needed.



# Patient Rights

## YOU HAVE THE RIGHT TO:

- Be fully informed and receive advance information about services to be provided in our Patient Management Program, including:
  - Scope and limitations of services
  - Type and frequency of care
  - Any modifications to the plan of care
  - Financial responsibilities
  - Details of the patient management program, including administrative information regarding changes or termination
  - Your responsibilities in the care process
- Participate in Care
  - Participate in creating and reviewing their plan of care
  - Decline participation, revoke consent, or un-enroll at any time
  - Refuse treatment after being informed of potential consequences
- Privacy and Confidentiality
  - Have personal health information shared only as allowed by state and federal laws
  - Expect full confidentiality of medical records and Protected Health Information (PHI)
  - Be informed of how clinical records may be disclosed
- Respect, Safety, and Dignity
  - Be treated with respect, dignity, and individuality
  - Be free from mistreatment, neglect or verbal, mental, sexual, and physical abuse
  - Receive care without discrimination
- Choice and Communication
  - Choose your pharmacy provider
  - Know the identity and job titles of the care team members
  - Speak with a healthcare professional or request to speak with a supervisor
  - Receive information or help about medications or services
- Grievances and Feedback
  - Express complaints or concerns without fear of retaliation
  - Have all grievances thoroughly and promptly investigated
- Transparency in Referrals
  - Be informed of any financial benefits when referred to another organization

# Responsibilities

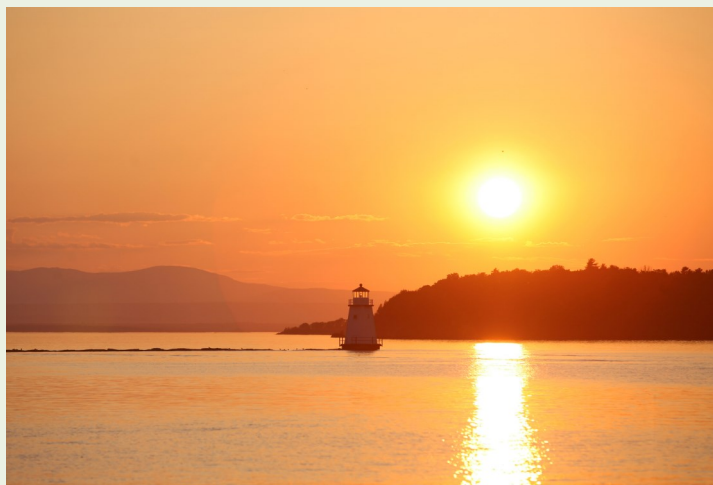
## YOU HAVE THE RESPONSIBILITY TO:

- Provide Accurate Information
  - Submit necessary forms for participation (when required by law)
  - Provide and update accurate clinical and contact information
  - Notify the us of any changes in personal or health information
- Manage your Prescriptions

## MANAGING MY PRESCRIPTIONS:

- **Placing a medication order:** ask your provider to order a prescription
- **Refills:** a patient care coordinator will contact you approximately 7-10 days before your next refill is due. **If you are running out of medication and have not gotten a call or MyChart message, please contact us to check in!**
- **Checking Status:** give us a call for any status updates on your medication(s).

**Transferring:** if you need to transfer a prescription to another pharmacy, please let us know and we will make sure the prescription is transferred.



## Accreditation

### WHAT THIS MEANS FOR YOU

These accreditations mean that the UVM Medical Center Specialty Pharmacy continues to demonstrate our commitment to excellence for our patients by complying with these stringent standards. This achievement allows us the ability to provide a higher level of quality, patient centered care. These accreditations also help us continuously improve our processes so we better serve you, our patient!

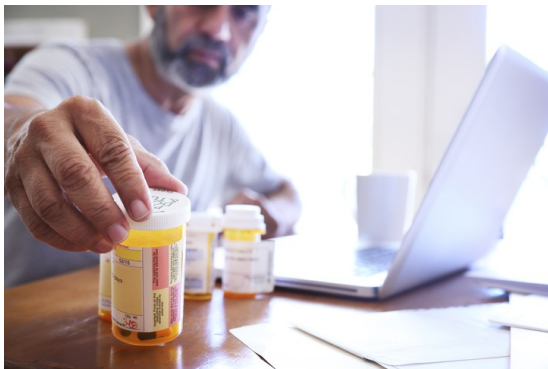


## Questions About Your Medication

Please contact us at **802-847-3353**, or send a message through **MyChart**, at [specialtypharmacy@uvmhealth.org](mailto:specialtypharmacy@uvmhealth.org) if you:

- Have any questions or concerns about your medication or condition
- Would like to place a refill or be provided the status of an order
- If you miss a dose or a delivery
- Have billing, claims, or cost information questions
- Would like to transfer a prescription to another pharmacy
- Have concerns regarding a potential error

If you have a question or issue with your medication such as side effects, injection reaction, or any adverse effects that you may be experiencing, please call us to be connected with a clinical pharmacist.



## Safe Medication Disposal

- Your pharmacist will discuss what is the best way to dispose of your medications.
- Keep your medication stored in a safe place until you can dispose of it.
- UVM Medical Center Outpatient Pharmacies have medication-collection bins, known as MedSafe®, that all medications taken by mouth, including liquids less than four ounces, can be disposed into.
- **“Drug Take Back Days”** are events that happen two times each year. They collect unused or unwanted prescription medications. A number of law enforcement agencies host collection sites where anyone can drop off prescription medications. This collection and disposal is free of charge.
- Several Vermont police departments collect unused medications at all times throughout the year, including the Burlington and St. Albans Police departments. For a full list of locations, please go to this website:  
**[www.healthvermont.gov/safe-storage-home](http://www.healthvermont.gov/safe-storage-home)**
- If your pharmacist says your medication is safe to dispose of in the household trash, please follow these instructions:
  - Mix whole pills (do not crush or open) in used coffee grounds or cat litter.
  - Place mixture in a hard plastic container such as an empty laundry detergent or bleach bottle and put the lid on tightly - **OR** - double bag the mixture in plastic Ziploc baggies.
  - Place the sealed container in your trash.
- Sharps containers are available for any patients receiving injectable medications. If you do not have a sharps container available you can use a hard plastic container such as a bleach bottle or coffee tin.

## Handwashing Instructions

### PREVENTING THE SPREAD OF INFECTION

Good handwashing technique is one of the easiest ways to prevent you and your family from getting sick. It is important to complete handwashing before and after handling your medication.

- **Wet** your hands with clean water and apply soap.
- **Lather** your hands by rubbing them together, making sure to cover all areas with soap.
- **Scrub** your hands for at least 20 seconds. The Centers for Disease Control and Prevention (CDC) recommends humming the “Happy Birthday” song two times through.
- **Rinse** your hands with clean, running water.
- **Dry** your hands with a clean towel.

If you are not able to wash your hands with soap and water, use a hand sanitizer gel with at least 60% alcohol.

- **Apply** gel to cover all surfaces of your hands.
- **Rub** hands and fingers together for approximately 20 seconds, or until dry.







## Frequently Asked Questions

### **Does your specialty pharmacy carry all specialty medications?**

The UVM Medical Center Specialty Pharmacy does not have access to all specialty medications. In situations where this occurs, we will help you to figure out where the medication must come from.

### **How is the UVM Medical Center Specialty Pharmacy different from other pharmacies?**

UVM Medical Center pharmacists and technicians have advanced training to prepare them to care for our specialty patients. Our pharmacy team has access to your complete medical record to facilitate accurate and efficient coordination of your medical care. We focus on your individual needs with personal consultations in an environment of strict confidentiality.

### **What happens if my prescription coverage changes?**

If your prescription coverage changes at any time, please contact a specialty pharmacy representative promptly so we may update our information. If your new plan restricts you to a particular pharmacy, we will help to transition your care to that pharmacy provider.

### **What is a fraudulent/counterfeit/fake medication?**

Signs of counterfeit medications include packaging changes, pill shape, medication color, medication taste, labeling changes, unanticipated side effects, or unexpected worsening of condition. If you have any concerns that your medication is counterfeit, contact us directly.

## **SPECIALTY PHARMACY**

1 South Prospect Street  
Burlington, VT 05401

### **HOURS**

Monday–Friday  
8:30 am–5 pm

### **PHONE**

802-847-3353  
1-800-284-6630 (Toll free)

### **FAX**

833-259-8417

### **ONLINE**

[UVMHealth.org/MedCenterSpecialtyPharmacy](https://UVMHealth.org/MedCenterSpecialtyPharmacy)

## **FOR MORE INFORMATION**

To find health information, or for convenient and secure access  
to your medical record through MyChart, please visit **[UVMHealth.org](https://UVMHealth.org)**  
or call us at **802-847-0000**.



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MEDICAL CENTER



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