



**MICHIGAN MEDICINE**  
UNIVERSITY OF MICHIGAN

---

SPECIALTY PHARMACY  
INFORMATION AND SERVICES

DEAR PATIENT,

Welcome to Michigan Medicine Specialty Pharmacy Services! We are excited about the opportunity to serve you.

The staff at Michigan Medicine Specialty Pharmacy Services understands your medical needs may be complex and require special knowledge when collaborating with your medical prescriber and insurance company. We are dedicated to providing you with the personal service necessary to ensure you achieve the most benefit from your therapy including:

- Enrollment in the Patient Management Program, which provides benefits such as managing side effects, increasing adherence to drug therapies, and overall improvement of your health. To participate in this program, you must be willing to follow the treatment plan agreed upon by your prescriber and pharmacist.
- Training, specialty medication education and counseling
- Refill reminder calls or emails
- Free delivery of your specialty medication within the state of Michigan
- Access to a pharmacist 24 hours a day, 7 days a week (including holidays and weekends)
- Coordination of prior authorization with your insurance company

We look forward to providing you with the best service possible. We know you have many options, and we thank you for choosing Michigan Medicine Specialty Pharmacy Services.

Sincerely,

THE MICHIGAN MEDICINE SPECIALTY PHARMACY SERVICES TEAM

# CONTENTS

Contact Information.....	4
What to Expect .....	5
When to Contact Us .....	7
Payment Policy .....	8
Important Information .....	9
Patient Rights and Responsibilities .....	11
Satisfaction Survey .....	14
Additional Information.....	15



## We are **urac** Accredited

---

URAC is the nation's leading pharmacy quality organization and the leading accreditor of specialty pharmacies in the country. URAC's Specialty Pharmacy Accreditation provides a comprehensive, independent assessment of a pharmacy's ability to consistently provide high quality care to patients receiving medications requiring special handling and/or administration, a high degree of monitoring, and more clinical support than conventional therapies. URAC's Specialty Pharmacy Accreditation is the industry's leading indicator of a pharmacy's ability to manage patients with complex chronic diseases.

---

### Michigan Medicine Specialty Pharmacy Services

#### Phone:

- Transplant Patients: (866) 946-7695
- Non-Transplant Patients: (855) 276-3002

#### Email:

- Transplant Patients: [UM-Transplant-Pharmacy@med.umich.edu](mailto:UM-Transplant-Pharmacy@med.umich.edu)
- Non-Transplant Patients: [UM-Specialty-Pharmacy@med.umich.edu](mailto:UM-Specialty-Pharmacy@med.umich.edu)

4260 Plymouth Rd.

Ann Arbor, MI 48109

[www.uofmhealth.org/specialty-pharmacy](http://www.uofmhealth.org/specialty-pharmacy)

### Call Center Hours of Operation

Monday through Friday 9:00 AM - 5:00 PM Eastern

Saturday 8:30 AM - 12:30 PM Eastern

Closed Sundays

### Holidays

Michigan Medicine Specialty Pharmacy Services is closed on all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

### Geographic service area

Michigan



## WHAT TO EXPECT

We recognize your medical needs may be complex and can feel overwhelming at times. We are here for you. At Michigan Medicine Specialty Pharmacy Services, our staff is dedicated to working with you, your prescribers, nurses, and family to achieve a fully integrated health care team. Our primary goal is to provide you with the highest quality care.

You can expect:

### Personalized patient care

- ✓ Our specialty trained staff members will work with you to discuss your treatment plan, and we will address any questions or concerns you may have.

### Collaboration with your Prescribers

- ✓ We work directly with your prescribers and caregivers and are here to make sure any difficulties you may be having with your treatment are addressed with your prescribers in a timely manner.

### Regular follow-up

- ✓ Getting your medications quickly and efficiently is important. We will be in close contact with you during your treatment.





## WHAT TO EXPECT

You can expect:

✓ **Benefits**

Treatment can be costly, and we will help you navigate through the complexities of the healthcare system. Our relationships with insurers will help provide you with information and explanations of your prescription and medical insurance benefits.

✓ **Delivery**

We offer fast and convenient delivery to your home, workplace, or the location you prefer. A staff member will contact you 5 - 7 days prior to your refill due date to coordinate the medication refills, update your medical and insurance records, and to set up and confirm a delivery date and address. We require a signature for medications with a value of \$10,000 or higher and for patients with government insurance, i.e., Medicaid, Medicare, Tricare.

✓ **24/7 Support**

Our Pharmacy staff is available 24 hours a day, 7 days a week. We are always here to answer any questions or address any concerns you may have. To reach the specialty pharmacist on-call, please call our pharmacy and follow prompts to be connected to the hospital operator. Provide your information to the operator for outreach to the specialty pharmacist on-call.





## WHEN TO CONTACT US

- Please call 911 if you are experiencing a life-threatening emergency. For non-life-threatening emergencies, please contact us.
- If you have approximately 1 week of medication supply on-hand and have not heard from our pharmacy staff
- You have any questions or concerns about your medication
- When you suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment method has changed
- You need to reschedule or change your delivery
- You believe your delivery has been delayed
- You have any questions or concerns about our specialty pharmacy service
- Transplant Patients: [UM-Transplant-Pharmacy@med.umich.edu](mailto:UM-Transplant-Pharmacy@med.umich.edu)
- Non-Transplant Patients: [UM-Specialty-Pharmacy@med.umich.edu](mailto:UM-Specialty-Pharmacy@med.umich.edu)

# PAYMENT POLICY

## Insurance Claims

Michigan Medicine Specialty Pharmacy Services will submit claims for payment to your insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue. We will notify you if our pharmacy is a non-preferred pharmacy by your insurance company and we will explain differences in the cost of using our pharmacy, including cash price for your medication upon request.

## Co-payments

If you have a co-payment or deductible, you will be required to pay via cash, check or credit card. If we ship your medications to you, we will place any charges you owe on your Michigan Medicine account, and you will get a statement in the mail.

## Financial Assistance

You will be assigned a Pharmacy Financial Coordinator (PFC) who will explore savings programs for which you may be eligible. We will assist your enrollment into such programs based on your eligibility, any insurance coverage you may have and all applicable rules and regulations.

If you have insurance concerns or copay questions, please email your PFC group and they will reach out to you

Specialty patients: [SPC-Pharm-Financial-Coords@med.umich.edu](mailto:SPC-Pharm-Financial-Coords@med.umich.edu)

Transplant patients: [TXP-Pharm-Financial-Coords@med.umich.edu](mailto:TXP-Pharm-Financial-Coords@med.umich.edu)

Oral chemo patients: [CC-Oral-Chemo@med.umich.edu](mailto:CC-Oral-Chemo@med.umich.edu)





# IMPORTANT INFORMATION

## Patient Management Program

As a patient of our specialty pharmacy program, we monitor your medications and progress through a disease specific patient management program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies, and overall improvement of your health, when you are willing to follow the treatment plan determined by you, your doctor and pharmacist. This service is provided to you at no cost, and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt-out.

## Filling a Prescription

Prescribers may send prescriptions to Michigan Medicine Specialty Pharmacy electronically (preferred), phone, or fax.

## Refills

You will be contacted by a team member 5 - 7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a technician to process your refill requests. If you have not heard from us and you have about 1 week of medication on hand, contact us for your refill.

## Adverse Drug Reactions

Call 911 if you are experiencing any life threatening emergency. For any non-life threatening adverse effects to the medication, please contact your prescriber or our Pharmacy as soon as possible.

## Delivery and Storage of your Medication

We deliver medication to your home, doctor's office, or to an alternative location within Michigan at no cost to you. We will also include other supplies, such as a sharps container, as requested. We coordinate all refills to make sure that you, or an adult family member, are available to receive the shipment. Please note we require an adult signature for packages valued at or above \$10,000.00 and for any medications billed to a government insurance.

If your medication requires refrigeration, we will ship it in special packaging that will maintain the appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the box, and place it in the refrigerator.

If the content of your package appears damaged or tampered with, please call us.

## Prescription Transfers

If you feel that our pharmacy is unable to meet your needs, your prescription will be sent to the pharmacy of your choice.

If our pharmacy can no longer service your medication, your prescription will be sent to the appropriate pharmacy mandated by your insurance or per your preference, if eligible.

# IMPORTANT INFORMATION

## Drug Substitution Protocols

From time to time it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring a generic be dispensed or to reduce your copay. If a substitution needs to be made, a team member will contact you prior to shipping the medication to inform you of the substitution.

## Emergency Disaster Information

In the event of a disaster in your area, please contact our pharmacy to instruct upon how to deliver your medication. This will ensure your therapy is not interrupted.

## Concerns or Suspected Errors

We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services rendered, or any other issues related to your order, please contact us directly and speak to one of our staff members. Patients and Caregivers have the right to voice complaints and/or recommendation on services to the Pharmacy. Patients and caregivers can do so by phone, fax, writing, or email. We welcome feedback regarding our services and a link to a survey can be found on the Specialty Pharmacy Website.

**If you wish to seek further review of your concern, you may contact:**

- Michigan Medicine
  - Website: <https://www.uofmhealth.org/contact-us>
- URAC
  - Website: <https://www.urac.org/complaint/>
  - Email address: [grievances@urac.org](mailto:grievances@urac.org)
- Michigan Department of Licensing and Regulatory Affairs
  - File a complaint using the Michigan Professional Licensing User System available at [Michigan.gov/lara](https://Michigan.gov/lara)

## Drug Recalls

If your medication is recalled, the specialty pharmacy will contact you with further instructions, as directed by the FDA or drug manufacturer.

## Proper Disposal of Sharps

Place all needles, syringes, and other sharp objects into a sharps container. One sharps container will be provided at enrollment if you are prescribed an injectable medication.

For instructions on how to properly dispose of full sharps containers, and to find where you can return them in your area, please visit the following website:

<https://safeneedledisposal.org/>

## Proper Disposal of Unused Medications

For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:

<https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>



## MICHIGAN MEDICINE SPECIALTY PHARMACY SERVICES PATIENT RIGHTS AND RESPONSIBILITIES

As a patient receiving care at Michigan Medicine, we want you to know the rights you have as a patient early in your care. These rights include, among others, respectful and considerate treatment, involvement in making decisions about your care, privacy of your health information, and designating the individuals who can visit you or be involved in your care.

If you have questions, concerns or issues that require assistance, please call Michigan Medicine Specialty Pharmacy Services

- Transplant patients, please call us at 866-946-7695.
- All other patients, please call us at 855-276-3002.

To view the Michigan Medicine health system Patient Rights and Responsibilities, please visit:

<http://www.med.umich.edu/pdf/patients-rights-responsibilities.pdf>

# PATIENT RIGHTS

## You have the right to...

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, in the Patient Management Program at any point in time.
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance of care/service being provided and their financial responsibility.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- 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.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Receive appropriate care without discrimination in accordance with physician's\* orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Receive reasonable accommodations if you are a person with special needs.
- Receive reasonable accommodations for your religious practices.
- Receive considerate and respectful care in a smoke-free environment.
- Speak alone with anyone you wish while in the hospitals or health centers unless your health care provider determines it is not in your best medical interest.
- Accept or refuse visits from anyone you choose unless the visitor's presence compromises yours or others' rights, safety, or health. This includes family members, a spouse, a domestic partner (including a same-sex domestic partner) or any other type of visitor. You have the right to withdraw (cancel) a consent to visitation at any time. If the patient is a minor, it is the parents or legal guardians who have this right.
- Receive proper assessment and management of pain.
- Give or refuse consent for recordings, photographs, films, or other images to be produced, unless it is for identification, diagnosis, or treatment.
- Be free from restraint of any form or seclusion that is not medically necessary.
- Be free from coercion (intimidation), unwarranted discipline or retaliation by staff.
- Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Speak or meet with clergy of your services.
- Request an Ethics Committee consultation for guidance on health care decision making. To make a request, contact the hospital paging operator at 734-936-4000 and ask for the Ethics Consultant on call for the Adult Ethics Committee or Pediatric Ethics Committee.
- Privacy.



## PATIENT RESPONSIBILITIES

### You have the responsibility to...

- Give accurate clinical/medical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of participation in the services provided by the pharmacy, such as the patient management program.
- Submit forms that are necessary to receive services.
- Provide accurate medical and contact information and any changes.
- Notify the treating provider of participation in the services provided by the organization.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.
- Follow the rules involving patient care and conduct. These include Michigan Medicine visitation and no smoking policies.
- Provide us with a complete and accurate medical history. This history includes all prescribed and over-the-counter medications you are taking.
- Tell us about all treatments and interventions you are receiving.
- Follow the suggestions and advice your health care providers prescribed in a course of treatment. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
- Leave valuables at home and bring only necessary items for the hospital stay. The hospital is not responsible for any or lost or stolen valuables.
- Be considerate of the rights of other patients and Michigan Medicine personnel and property.
- Provide information about difficulties you may have regarding your health care that we may not be aware of.
- Tell us if you clearly understand your plan of care and the things you are asked to do. Make appointments and arrive on time. You must call in advance when you cannot keep a scheduled appointment.
- Meet any financial obligations agreed to with the hospitals and health centers. This includes providing us with the correct information about your sources of payment and ability to pay your bill.

## FEEDBACK

Please let us know your feedback on your experience with Specialty Pharmacy Services so we know how to best serve you. You can find our satisfaction survey by going to our website below and navigating to the [Contact Specialty Pharmacy Services](https://www.uofmhealth.org/specialty-pharmacy) page.

[www.uofmhealth.org/specialty-pharmacy](https://www.uofmhealth.org/specialty-pharmacy)

You can also go directly to the following link or scan the QR code below.

[https://umich.qualtrics.com/jfe/form/SV\\_3f7Xwa4wCYQv7OB](https://umich.qualtrics.com/jfe/form/SV_3f7Xwa4wCYQv7OB)

SCAN ME



## FOR ADDITIONAL INFORMATION REGARDING YOUR CONDITION OR DIAGNOSIS

YOU CAN VISIT THE FOLLOWING WEBSITES

NOTE: THESE SITES ARE NOT ENDORSED BY MICHIGAN MEDICINE

---

### Crohn's Disease

#### Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/digestive-and-liver-health>

#### Crohn's & Colitis Foundation of America

The Crohn's & Colitis Foundation of America (CCFA) is a non-profit, volunteer-driven organization dedicated to finding the cures for Crohn's Disease and ulcerative colitis.

<http://www.ccfa.org/science-and-professionals/programs-materials/patient-brochures/>

#### Crohn's Online

This web page provides individuals who have Crohn's with education, support, and treatment options. It gives Crohn's patients access to their Crohn's Patient Advocate Program which will provide them or their loved one with one-on-one education and free support.

<http://www.crohnsonline.com/>

#### Crohn's Forum

Crohn's Forum is a support group and forum for people who are personally affected or who know someone who is affected by Crohn's Disease, Ulcerative Colitis and other IBDs. The forum is a community that offers support, friendship and understanding. Crohn's Forum also has a Twitter page where you can get instant updates and news articles about Crohn's.

<http://www.crohnsforum.com/>

## Cystic Fibrosis

Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/pulmonary/cystic-fibrosis>

Cystic Fibrosis Foundation

The Cystic Fibrosis Foundation is a nonprofit organization that provides information, assistance services, and support to those with cystic fibrosis. Their mission is to search for a cure for cystic fibrosis through extensive research that is donor-funded.

<https://www.cff.org/>

---

## Oncology

Michigan Medicine

<https://www.rogelcancercenter.org/>

American Cancer Society

The American Cancer Society provides a wide range of programs in the areas of Research, Education, Support, and Advocacy. Their mission is to help improve the quality of life of cancer patients while working toward prevention and a cure.

<https://www.cancer.org/>

Patient Advocate Foundation

At LIVESTRONG, support services are provided to anyone affected by cancer. They also have the ability to connect people and communities with specific services needed.

<https://www.livestrong.org/we-can-help>



## Fertility

Michigan Medicine

<https://www.umwomenshealth.org/conditions-treatments/reproductive-health>

RESOLVE: The National Infertility Association

Founded in 1974, RESOLVE is a national patient advocacy organization that provides free infertility support groups in more than 200 communities. It is the leading patient advocacy voice and has the ability to provide resources and information about infertility as well as connect people facing infertility.

<https://resolve.org/>

---

## Growth Hormone Deficiency

Michigan Medicine

<https://www.mottchildren.org/conditions-treatments/abnormal-growth>

The Human Growth Foundation

The Human Growth Hormone Foundation is a nonprofit organization whose mission is “To help children and adults with disorders of growth and growth hormone through research, education, support, and advocacy.” The Human Growth Foundation offers a pediatric discussion forum and an adult discussion forum for support. They will also keep you up to date with upcoming events centered on Human Growth.

<http://www.hgfound.org/>

---

## Psoriasis

Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/adult-dermatology/psoriasis-eczema-other-inflammatory-skin-conditions>

National Psoriasis Foundation

The National Psoriasis Foundation (NPF) is “working to find a cure for psoriasis and psoriatic arthritis and to eliminate their devastating effects through research, advocacy, and education.” The NPF can help those with psoriasis and psoriasis arthritis learn about types, treatments, living well, related conditions, accessing care and more. The NPF can also keep you up to date with different events in your area and has a network of support groups in different cities.

<http://www.psoriasis.org/>

## Hepatitis

### Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/digestive-and-liver-health>

### American Liver Foundation

The American Liver Foundation was created in 1976 with a mission “To facilitate, advocate and promote education, support and research for the prevention, treatment and cure of liver disease.” The American Liver Foundation has programs for education, Hepatitis C, Liver Wellness and Liver Disease. They also provide support services which include a help line, support guide and support groups and resources like Inspire, NeedyMeds and CaringBridge.

<http://www.liverfoundation.org/>

### Hepatitis Central

Hepatitis Central is an organization that provides people with Hepatitis C information, news, treatments, and support. Hepatitis Central can provide you with information about support groups in your area along with online support. Hepatitis Central also provides a free newsletter to keep you up to date with the latest news on hepatitis treatments, clinical trials, social issues, and important breakthroughs.

<http://www.hepatitis-central.com/>

### Hepatitis B Foundation

The Hepatitis B Foundation is dedicated to finding a cure and improving the quality of life for those affected by hepatitis B worldwide. The Hepatitis B Foundation’s commitment includes funding focused research, promoting disease awareness, supporting immunization and treatment initiatives, and serving as the primary source of information for patients and their families, the medical and scientific community, and the general public.

[http://www.hepb.org/resources/printable\\_information.htm](http://www.hepb.org/resources/printable_information.htm)

### Centers of Disease Control and Prevention

CDC works 24/7 to protect America from health, safety, and security threats, both foreign and in the U.S. The CDC fights disease and supports communities and citizens to do the same.

#### CDC’s Hepatitis B Patient Education Resource

<http://www.cdc.gov/hepatitis/hbv/patienteduhbv.htm>

#### CDC’s Hepatitis C Patient Education Resource

<http://www.cdc.gov/hepatitis/hcv/patienteduhcv.htm>

## Multiple Sclerosis

### Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/brain-neurological-conditions/multiple-sclerosis-ms>

### Multiple Sclerosis Association of America

The Multiple Sclerosis Association of America (MSAA) is a national, nonprofit organization founded in 1970 and is dedicated to improving lives today. MSAA provides ongoing support and direct services to individuals with MS, their families, and their care partners.

<http://www.mysaa.org/>

### Multiple Sclerosis Foundation

The Multiple Sclerosis Foundation (MSF) helps individuals affected by multiple sclerosis maintain their health and well-being. MSF offers programs and support to keep those with multiple sclerosis self-sufficient and safe in their homes. They also provide educational programs to increase public awareness and understanding of their own disease. MSF offers support groups for people with MS and their families to share their experiences.

<http://www.msfocus.org/>

### National Multiple Sclerosis Society

The National MS Society is a group of individuals whose mission is to “mobilize people and resources to drive research for a cure and to address the challenges of everyone affected by MS.” The National Multiple Sclerosis Society has a chapter in all 50 states and an online community to help those who have the disease. The National MS Society also offers hundreds of special events a year to engage participants to support their mission.

<http://www.nationalmssociety.org/>

## Rheumatoid Arthritis

### Michigan Medicine

<https://www.uofmhealth.org/conditions-treatments/cmc/arthritis/rheumatoid>

### American College of Rheumatology

The American College of Rheumatology's (ACR) mission is advancing rheumatology. The organization represents over 9,400 rheumatologists and rheumatology health professionals around the world. The ACR offers its members the support they need to ensure that they are able to continue their innovative work by providing programs of education, research, advocacy, and practice support.

[https://www.rheumatology.org/practice/clinical/patients/diseases\\_and\\_conditions/osteoporosis.asp](https://www.rheumatology.org/practice/clinical/patients/diseases_and_conditions/osteoporosis.asp)

### Arthritis Foundation

The Arthritis Foundation is the largest nonprofit organization that supports 100 different types of arthritis and related conditions and has service points located throughout the country. The Arthritis Foundation provides information and news on the different types of arthritis and can keep you up to date about different events and support programs related to arthritis.

<http://www.arthritis.org/>

### National Institute of Arthritis and Musculoskeletal and Skin Diseases

The mission of the National Institute of Arthritis and Musculoskeletal and Skin Diseases is to support research into the causes, treatment, and prevention of arthritis and musculoskeletal and skin diseases.

<http://www.niams.nih.gov/>

### Rheumatoid Arthritis Life Guide

Rheumatoid Arthritis Life Guide is a resource that can provide you with information about living with rheumatoid arthritis. They provide information about understanding, diagnosing, treating, and living with rheumatoid arthritis.

<https://www.rheumatoidarthritis.org/>