



Welcome to the Fred Hutch Specialty Pharmacy. This packet includes who we are, our contact information, how to fill your Specialty Pharmacy prescriptions, information on insurance and co-pays, the patient management program and other information you should know.

Who we are

The Fred Hutch Specialty Pharmacy serves Fred Hutch patients who need specialty medications. Our team will work with you, your care team and your insurance company to help provide the best access to your medication and the best results from your treatment.

What is a specialty pharmacy?

A specialty pharmacy carries medications that are used to treat complex, chronic (long-term) or rare conditions. Often, these medications require special care with how and when you take them or how they are stored and handled. They may have side effects that require follow-up from a trained health care provider, or the medication may be expensive. Your local pharmacy might not carry these medications.

Contact information

Location

The Fred Hutch Specialty Pharmacy is in the pharmacy at our South Lake Union clinic, on Floor 5 of Building 1 at:

1354 Aloha St.
Seattle, WA 98109

Phone and hours

Phone: **(206) 606-6500**

- **Business hours:**
 - Monday-Friday: 8 a.m. – 7 p.m.
 - Weekends and holidays: 8:30 a.m. – 5 p.m. 8:30 a.m. – 5 p.m. Note: The pharmacy is closed for prescription pick up from 12 to 1 p.m. on weekends and holidays.
- **After hours:**
 - For urgent after-hours concerns about your medication, such as side effects, call the number above and follow the prompts to speak to the health care provider on-call. Say that you are a Fred Hutch patient and your provider's name.

Urgent concerns

- For urgent medical care or an emergency, call 911 or your local emergency services.
- If you think you are having a reaction or side effects from your medication or treatment, call your care team or clinical pharmacist right away.

Filling your prescriptions

Home delivery

You can set up home delivery for most specialty medications. For each shipment, you must confirm your address, and that the specialty pharmacy can charge the co-pay (the portion you are required to pay) to the credit or debit card we have on file. We cannot ship your medication until you confirm this information through MyChart or by calling the pharmacy. **You must be home to sign for the medication when it is delivered.**

Pick up from a pharmacy

Your insurance may require you to get your medication from a specific pharmacy. If this occurs, we will tell your care team and have your prescription sent to that pharmacy. If you have questions about where you can get your prescription, please contact us.

Refills

Please **request a refill at least 7 days before you run out of specialty medication.** To request a refill of your medication you can:

- Call the Fred Hutch Specialty Pharmacy and ask for a refill.
- Use MyChart to request a refill. If you do not have a MyChart account, you can sign up by visiting FredHutch.org/MyChart

If you are about to run out of medicine, please call the phone number on your prescription bottle.

For questions about your prescription, call the Fred Hutch Specialty Pharmacy or your care team.

Substitutions

The Fred Hutch Specialty Pharmacy follows Washington state laws about generic substitutions. If we need to substitute another brand for your usual medication, we will call you first.

Insurance and co-pays

Specialty medications are usually very expensive. Before you begin treatment with a specialty medication, our staff will work with your care team and insurance to make sure they will cover the cost of the medication. This process is called "pre-authorization". If your insurance does not cover your medication, your doctor will talk with you about other options.

Some insurance companies may require that you fill your prescription at a different specialty pharmacy instead of Fred Hutch. If this happens, we will work with you to make sure you can get your medication in a timely manner. If you still choose to receive your specialty medication through Fred Hutch and pay for it yourself, we will tell you with the cost of the medicine before filling the prescription.

Insurance and co-pays, continued

If your insurance policy changes, tell us as soon as possible so we can keep your information up-to-date and process your prescriptions efficiently.

Co-pays

Our pharmacy staff will tell you about any costs you will need to pay for your medication. This is called a co-pay. A co-pay is a fixed amount that you pay for a covered health care service after you have paid your deductible. A deductible is the amount you pay for covered health care services before your insurance plan starts to pay.

You must pay your co-pay when you order your medication.

The amount of your co-pay for your specialty medications may be high. If you cannot afford your co-pay, tell the pharmacy. Our pharmacy team can look for programs that may help lower your medication costs.

Patient Management Program

When we start the prior authorization process with your insurance company, you are automatically enrolled in our Patient Management Program (PMP). The PMP helps make sure you get the best results from your medication. You do not have to pay for this service. If you do not want to use this program, you may call us and say you don't want to participate.

When you participate in the PMP, our pharmacists will talk with you about:

- Your treatment plan
- Problems, concerns, or questions you may have about your specialty medications
- Managing side effects
- Providing more education and awareness about your disease and medication
- Support with how to take your medication(s)
- Coordinating care with your health care provider when needed

Our goal is to help you improve your overall health. To get the most out of this program, you should:

- Follow the directions of your health care provider and pharmacist
- Take your medicines as directed
- Talk with your pharmacist about details of your disease, health history, and current health care practices
- Ask questions. Your care team and pharmacist are here to answer any questions about your treatment. They can also provide resources to help you learn more about the medications you are taking.

Frequently asked questions

Can I get my specialty medication if I do not have prescription insurance?

Some medication manufacturers offer programs to help you get your medication at no cost. If you qualify, we will help you enroll in these programs.

When should I call the Fred Hutch Specialty Pharmacy?

Call our pharmacy if you:

- Changed your address, phone number or insurance information
- Have any questions about your prescription
- Have concerns about how to take your medicine
- Want more information about your treatment plan
- Will be delayed in getting your medication
- Think there has been an error in shipping or filling your prescription
- Think your medication has been recalled by the U.S. Food & Drug Administration (FDA). Fred Hutch monitors FDA recalls and will contact you if any of your medications are affected.

How do I get rid of unused medications?

To safely get rid of your medications:

- Visit our medication take-back kiosk at the Specialty Pharmacy.
- If your medication requires a Risk Evaluation and Mitigation Strategy (REMS) program, please call us first. Some of these medications have special requirements for getting rid of them.
- Return sharps containers to the Alliance Lab on Floor 1 of Building 1 at our South Lake Union clinic or visit safeneedledisposal.org/ to find a location near you.
- Visit the U.S. Food & Drug Administration website fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-options for take-back locations near you.

How do I submit feedback?

Your feedback helps us continually improve our care and services for patients and families. If you have a concern or complaint, contact:

- The Specialty Pharmacy at (206) 606-6500 or
- Patient Relations at (206) 606-1056 or ptrelate@fredhutch.org

Other information you should know

Patient and Family Resource Center

The Patient and Family Resource Center is on Floor 3 in Building 1 at our South Lake Union Clinic. The address to Building 1 is:

1354 Aloha St.
Seattle, WA 98109

The Resource Center is a welcoming place where patients and families can learn about a specific diagnosis, treatments, support and patient advocacy groups and survivorship.

You can also find resources online at FredHutch.org/Resource-Center or by contacting the Resource Center at (206) 606-2081 or patientresourcectr@fredhutch.org.

Patient rights and responsibilities

All patients who use the Fred Hutch Specialty Pharmacy have specific rights. You can read these rights in the Fred Hutch Cancer Center Patient Rights and Responsibilities document at FredHutch.org/Patient-Rights.

Patient rights

Upon enrolling in the PMP, patients have the right to:

- Have personal health information shared with the Patient Management Program only when required by state and federal law.
- Know who is on staff at the Patient Management Program, including their job title, and to speak to that person's supervisor, if requested.
- Speak with a health professional.
- Receive information about the Patient Management Program.
- Decide not to take part in the Patient Management Program, change their consent or stop using our services at any time.

Patient responsibilities

As part of the PMP, patients have the responsibility to:

- Give correct clinical and contact information and tell the Patient Management Program if this information changes.
- Notify the treating prescriber of their participation in the Patient Management Program.