



RxTO GO

*Your In-House Pharmacy
at Florida Cancer Specialists*



ACCREDITED
Specialty Pharmacy

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Hello & Welcome!

Your doctor has referred you to use Rx To Go for your oral oncology medications.

We are Florida Cancer Specialists' (FCS) in-house specialty pharmacy.

Your medication is enclosed, along with dosage instructions, drug information and your receipt.

Please take time to review this packet for important instructions and information.

If you have questions at any time or if your shipment appears to be damaged, please call us toll free at (866) 979-8646.

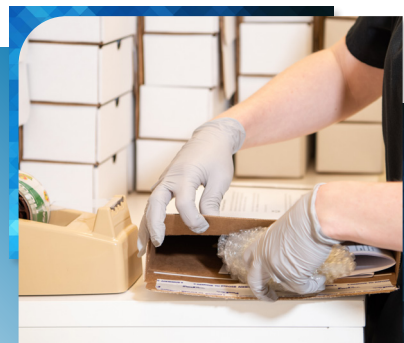
MISSION STATEMENT

The Rx To Go Pharmacy approach supports patient access to high cost oral chemotherapy drugs. Rx To Go engages patients, caregivers and Florida Cancer Specialists prescribers and nurses to improve patient outcomes for oral chemotherapy treatments.

MEDICATION REFILLS

We will not automatically refill any prescription without your permission. An Rx To Go staff member will call you five to seven days before your refill due date to coordinate the refill and shipment of your medications. We will confirm and update your medical and insurance records and set the delivery date and details.

We will ship your prescription to your home, workplace or another location at no cost to you. Shipments are sent via FedEx for next-day delivery anywhere in Florida. If you will be traveling, please let us know, as we are licensed to ship to select states throughout the United States.



If your doctor prescribes a new medication or a medication change, we will contact you immediately to coordinate accurate, safe and timely delivery.

It is vital that oral drugs are delivered to you on a timely schedule and that you are closely monitored to ensure you are taking your medicines correctly and on time. When you talk with our experienced Rx To Go patient advocates, we will make sure you are on track with your treatment.

INSURANCE COVERAGE & BILLING, MEDICATION COST & FINANCIAL ASSISTANCE

Before your care begins, an Rx To Go staff member will work with your physician and your insurance company to confirm your coverage and assist with the prior authorization process. This may take a few business days to complete. We will inform you about medication costs that are not covered by your insurance, such as deductibles, copays, co-insurances or plan changes.

Rx To Go will bill your health insurance company for the cost of your medication on the date your prescription is filled. If the claim is rejected, we will notify you so that we can work together to resolve the issue. If your provider denies coverage or if you disagree with the benefits coverage, you may have the right to file an appeal with your health plan. We will assist you in the appeal process and provide any documentation you may need.

If Rx To Go is an out-of-network provider in your insurance plan, we will find the most cost-effective way for you to receive your medication. In some cases we may transfer your prescription(s) to the insurance provider or to their in-network pharmacy. We will call you to coordinate that, if needed, so there is no disruption in your medication delivery.

CO-PAYMENTS

In most cases, Rx To Go is required to collect co-payments prior to shipping your medication. Co-payments can be paid by credit card (Visa, Mastercard, American Express or Discover), electronic checking account debit (over the phone) or by check or money order (through the U.S. mail).

FINANCIAL ASSISTANCE

We know that treatment can be costly. We are here to help you. We will automatically seek out less expensive generic substitutions for your prescribed medications if your doctor allows for it. Ask us anytime if a lower cost generic drug is available.



If you do not have prescription drug coverage or if you cannot afford your copay amount, our team will help to make sure you receive the medications you need to avoid interruptions in your care. We work directly with several foundations and drug company programs that provide financial assistance for all the medications we dispense.

RX TO GO IS YOUR TREATMENT PARTNER

Rx To Go works exclusively with FCS providers and patients. As a specialty pharmacy, we are different from traditional pharmacies because we can coordinate many aspects of patient care and disease management.

Rx To Go provides convenient dispensing and delivery of specialty medications to FCS patients. Under the supervision of a qualified pharmacist and trained staff, we assist our patients to achieve optimal clinical outcomes while effectively managing the cost of therapies.

Here is an overview of the many benefits our specialty pharmacy provides to FCS patients: *(Be sure to review your FCS new patient paperwork for complete details.)*

› **Coordination with Your Doctor**

We will always keep the lines of communication open between you and your doctors and caregivers. We are here to make sure that any difficulties you may be having with your treatment are addressed immediately.

› **Clinical Lab Value Monitoring**

Due to the complex nature of many specialty therapies and the need to make sure that the therapy is as effective as possible, we may need to coordinate regular reviews of your lab tests with your doctor. These may require a visit to your doctor to make sure that your therapy is progressing as expected. Please be aware that Rx To Go uses this information for internal monitoring only. Your personal health information is protected as outlined in our Notice of Privacy Practices included in this packet.

› **Therapy Support & Adherence Monitoring**

The most expensive medication is the one that is not taken! It is vital that you take your medications as instructed by your pharmacists and as detailed on your pharmacy label. Rx To Go staff members will help to explain your medications and their use with your specific disease state.

We encourage all patients to become empowered decision makers. We are happy to provide you with information about advocacy groups and recommendations of other helpful resources, just give us a call!

PATIENT MANAGEMENT PROGRAM

Welcome to Rx To Go Pharmacy Patient Management Program! Our Registered Pharmacists are available 24/7 for support. Please call us at **(866) 979-8646**.

Speaking to one of Rx To Go Pharmacy's registered pharmacists offers many benefits:

- › Side Effect Management
- › Medication Compliance
- › Possible Improvement of Health

Limitations to the program include patient's willingness to follow directions and maintain compliance while on therapy. Participation is not mandatory, and patients can opt-out at any time.

SIDE EFFECTS

You should report all side effects to your Rx To Go pharmacists immediately.

Depending on the clinical consult and the medication's expected side effects, we may need to notify the FDA about the issue. Please be honest and clear when reporting your activities and medication regimens, including your use of over the counter and/or herbal supplements, so that Rx To Go can understand your situation in full detail.

DRUG RECALLS

We will contact you immediately if there is a recall of medications or supplies you received through Rx To Go. We may ask you to return or dispose of what you have on hand and we will arrange to provide an equivalent replacement, if cleared and prescribed by your doctor. Your safety is our highest priority.

QUESTIONS OR CONCERNS?

CALL US AT (866) 979-8646

Our regular office hours are:

Monday - Friday: 9 a.m. to 5 p.m., Saturday: 9 a.m. to 1 p.m.

We are available 24/7 for questions or concerns.

AFTER-HOUR SERVICES

For after-hour emergencies, such as running out of your medication or questions on missed doses or potential side effects, please call Rx To Go Pharmacy at **(866) 979-8646**. You will be directed to a live operator, and a technician or pharmacist will return your call within 30 minutes, 24 hours a day, seven days a week.

Please DO contact us AT ANY TIME if:

- ▶ You have questions about taking your medication.
- ▶ You are having any adverse reactions or want to consult with a pharmacist.
- ▶ You need to order supplies or medication refills.
- ▶ You have questions about your current order or experience delays with your shipment.
- ▶ You are having problems with equipment, dressings or experience a change in your condition.
- ▶ You are hospitalized, your condition worsens or your therapy is interrupted for any reason.
- ▶ There is a change in your prescription or supply needs.
- ▶ You need information about disposing medication.
- ▶ You need information about accessing medication in the event of an emergency.
- ▶ Your therapy ends.
- ▶ You start taking new medications, including over the counter or herbal supplements, etc.
- ▶ You have a billing question or need to provide new health plan information, including out-of-pocket costs, deductibles, copayments or co-insurance options.
- ▶ You would like additional information on ways to access your medication, health services, payment options and coordination of therapy.

- ▶ You would like to find out about product selection and availability, including current medications that Rx To Go may not have access to.
- ▶ You would like to understand where to refill your medication if Rx To Go is limited by your benefit plan.
- ▶ Anything causes you concern for your safety.

YOUR SATISFACTION IS KEY

We strive to provide our patients with the highest quality of service and care. To monitor our performance, we periodically survey our patients by telephone. Please notify us by telephone or in writing if you do not wish to be contacted.

If you are not satisfied with any aspect of your experience with Rx To Go, we want to know about it.

You may contact us by telephone at **(239) 275-5357** or **(866) 979-8646** (toll free), or contact us by U.S. mail:

Rx To Go

Attn: Vice President of Pharmacy
4371 Veronica S. Shoemaker Blvd.
Fort Myers, FL 33916



When contacting us, please provide your name, date of birth and a specific description of the date, time, people involved, etc.

If you feel the need to discuss your concerns or complaints with a party other than Rx To Go Pharmacy staff, contact any of the following:

- Florida Department of Health Complaints division at **(850) 245-4339**.
- The Utilization Review Accreditation Commission (URAC) at **(202) 326-3941**.
- Accreditation Commission for Health Care (ACHC) at **(855) 937-2242** or **(919) 785-1214** and request the *Complaints Department*.

Florida Board of Pharmacy

You may submit your complaint electronically through the Board's on-line complaint form located on the Florida Department of Health website:

FloridaHealth.gov/Licensing-and-Regulation/Enforcement/Index.html.

HOW TO DISPOSE OF UNWANTED MEDICATIONS



Expired or unwanted prescription or over-the-counter medications should never be flushed down the toilet or a drain. Doing so can cause contamination, because Florida's wastewater treatment systems are not designed to remove pharmaceuticals from water.

Seven Steps to Safely Dispose of Pills & Liquid Medications

1. Keep in the original container.
2. Mark out your name and prescription number.
3. **For pills:** Add water or soda to dissolve them.
For liquids: Add something inedible, such as dirt or cat litter.
4. Close the lid and secure with duct or packaging tape.
5. Place container in a non-see-through container, like a coffee can or soup can.
6. Tape that container closed.
7. Place container in the trash. Do not put in the recycle bin.

Information provided by the Florida Department of Environmental Protection.

For more information or to locate eco-friendly and safe options for medication disposal in your local area, visit **[DisposeMyMeds.org](https://www.disposemymeds.org)**

PATIENT BILL OF RIGHTS

Patients have the right to:

- ▶ Be treated as a unique individual, with dignity, courtesy and respect.
- ▶ Receive quality medications and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social or economic status, age or disease process.
- ▶ Be fully informed and receive written information on the scope of care and services provided by Rx To Go Pharmacy, as well as any limitations of the company's care or service capabilities.
- ▶ Receive information in a manner, format and/or language that you understand.
- ▶ Choose a healthcare provider.
- ▶ Obtain, upon request, evidence-based practice information for clinical decisions (manufacturer package inserts, published practice guidelines, peer reviewed journals, etc.), including the level of evidence or consensus describing the process for intervention.
- ▶ Receive complete verbal or written explanations of expected payments from Medicare or other third-party payers, charges for which you may be responsible and an explanation of all forms you are requested to sign in advance of services being provided.
- ▶ Be fully informed of your responsibilities.
- ▶ Be offered assistance through any eligible programs of patient management services, including manufacturer co-pay, patient assistance programs or foundation support.
- ▶ Receive instruction and education from qualified personnel on appropriately taking and safely handling your medications.
- ▶ Coordination and continuity of services from Rx To Go Pharmacy
- ▶ Be advised of any change in the plan of service before the change is made.
- ▶ Be able to identify company representatives through name (name badge) and job title, and to speak with a pharmacist, if requested.
- ▶ Be ensured of the confidentiality and privacy of all information contained within your records and of Protected Health Information (except as otherwise provided for by law or third-party payer contracts).
- ▶ Express concern, complaint or dissatisfaction about services provided (or failed to be provided).
- ▶ Express concern, complaint or dissatisfaction for lack of respect, treatment or service.
- ▶ Suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services. Patients or caregivers can call **(866) 979-8646** and ask to speak with a pharmacist or the pharmacy director.
- ▶ Be informed of any financial relationships of the pharmacy.
- ▶ Be advised of normal business hours Monday through Friday, 9 a.m. to 5 p.m.
- ▶ Obtain the pharmacy phone number for normal business hours and after-hours care which is **(866) 979-8646**.
- ▶ Decline participation, revoke consent or withdraw from any Rx To Go Pharmacy services at any time.

Patient Bill of Rights (cont'd)

Patients have the responsibility to:

- ▶ Adhere to the plan of treatment or service established by your physician.
- ▶ Submit any forms necessary to participate in the program, to the extent required by law.
- ▶ Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.
- ▶ Ask questions about your care, treatment and/or services, and any unclear instructions provided by company representatives.



- ▶ Use medications according to instructions provided, for the purpose it was prescribed and only for the individual to whom it was prescribed.
- ▶ Communicate any inability to follow provided instructions.
- ▶ Remain available to receive medication deliveries and coordinate with Rx To Go during times you will be unavailable.
- ▶ Treat pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, nationality or ethnic origin.
- ▶ Promptly settle unpaid balances, except where contrary to federal or state law.
- ▶ Notify pharmacy of change in prescription or insurance coverage.
- ▶ Notify pharmacy immediately of address or telephone changes, whether temporary or permanent.

Notes

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