



# RxTO GO

*Your In-House Pharmacy  
at Florida Cancer Specialists*



**NABP**  
Accredited  
Digital Pharmacy



**NABP**  
Accredited  
Specialty Pharmacy



## TABLE OF CONTENTS

<b>Medication Refills .....</b>	<b>1</b>
<b>Insurance Coverage .....</b>	<b>2</b>
Billing, Co-Payments and Financial Assistance	
<b>What is a Specialty Pharmacy? .....</b>	<b>3</b>
<b>Rx To Go is your Treatment Partner.....</b>	<b>3</b>
Coordination with your Doctor, Clinical Lab Value Monitoring and Therapy Support, Adherence Monitoring and Rx To Go Patient Management Program	
<b>Side Effects, Drug Recalls, Questions or Concerns .....</b>	<b>4</b>
<b>Your Satisfaction is Key .....</b>	<b>6</b>
<b>Collecting and Disposing of Unwanted Medication .....</b>	<b>7</b>
<b>Patient Bill of Rights .....</b>	<b>8 - 9</b>
<b>Infection Prevention .....</b>	<b>10</b>
<b>Patient Emergency Plans .....</b>	<b>11</b>



## **Hello & Welcome!**

Your doctor has referred you to use Rx To Go, LLC 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, LLC 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 prescriptions 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 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 medications are delivered to you on a timely schedule and that you are closely monitored to ensure you are taking them 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 contact you via phone to inform you about your out-of-pocket 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.

Rx To Go will update you regarding your insurance network status. If Rx To Go is an out-of-network provider with your insurance plan, we will find the most cost-effective way for you to receive your medication. In some cases we may refer 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.

## WHAT IS A SPECIALTY PHARMACY?

The Academy of Managed Care Pharmacy defines “specialty pharmacy” with reference to the additional services provided, writing:

*“Specialty pharmacies are distinct from traditional pharmacies in coordinating many aspects of patient care and disease management. They are designed to efficiently deliver medications with special handling, storage, and distribution requirements with standardized processes that permit economies of scale.*

*Specialty pharmacies are also designed to improve clinical and economic outcomes for patients with complex, often chronic and rare conditions, with close contact and management by clinicians. Healthcare professionals employed by specialty pharmacies provide patient education, help ensure appropriate medication use, promote adherence, and attempt to avoid unnecessary costs. Other support systems coordinate sharing of information among clinicians treating patients and help patients locate resources to provide financial assistance with out-of-pocket expenditures.”*

## 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. Speaking to one of our Rx To Go Pharmacy's registered pharmacists offers many benefits to help maximize the effectiveness of treatment and achieve improved health. Contact the Patient Management Program at (866) 979-8646 for assistance with:

- Managing side effects
- Ensuring medication compliance
- Coordinating with your physician
- Clinical lab monitoring
- Accessing financial assistance to help pay for medication\*

The clinical benefits of the program may be limited if a patient lacks the desire to actively participate or follow recommendations or does not comply with the treatment directions while on therapy. Participation is not mandatory, and patients may opt out of the program at any time.

\* Financial assistance may be limited by the type of medication dispensed.

## **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 assistance, 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.

**Upon receipt of your prescription from Rx To Go, you may contact us at any time. We are happy to discuss your concerns and answer any questions you may have. You can call us if:**

- ▶ You have questions about when or how to take 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 have questions regarding your prescription or would like to transfer your prescription to another pharmacy.
- ▶ You would like to understand where to refill your medication if Rx To Go is limited by your benefit plan.
- ▶ You have a concern for your safety.
- ▶ You may suspect a medication issue including counterfeit medication, errors, or adverse drug events. Contact the pharmacy to discuss with our leadership team.



## 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: Pharmacy Director  
14543 Global Pkwy., Suite 100  
Fort Myers, FL 33913

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*.
- National Association of Boards of Pharmacy at **(847) 931-4406**

### **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](http://FloridaHealth.gov/Licensing-and-Regulation/Enforcement/Index.html)**



## COLLECTING AND DISPOSING OF UNWANTED MEDICATIONS

The Environmental Protection Agency recommends the public take advantage of pharmaceutical take-back collection programs for prescriptions or over the counter drugs. These programs are a safe and environmentally-conscious way to dispose of unwanted medicines. There are many drop-off locations such as local law enforcement agency, retail pharmacy, hospital or clinic.



To find a local law enforcement agency that participates in National Prescription Drug Take Back Days, visit **TakeBackDay.DEA.gov** or call the DEA Division Registration Call Center at (800) 882-9539.

## HOW TO DISPOSE OF MEDICATIONS PROPERLY

**DO NOT:** Flush expired or unwanted prescription and over-the-counter drugs down the toilet or drain unless the label or patient information sheet specifically instructs you to do so.

**DO:** Return unwanted or expired prescription and over-the-counter drugs to a Drug Take Back program or follow the steps for household disposal below.

### 1st Choice: Drug Take Back Events

Call your city or county government for “household trash and recycling service” and ask if they have a Drug Take Back program. Some counties offer a central location for household hazardous waste collection where prescriptions and over-the-counter drugs are accepted.

### 2nd Choice: Household Disposal Steps

(Drug Disposal Guidelines, Office of National Drug Control Policy)

1. Take your prescription drugs out of their original containers.
2. Mix the drugs with an undesirable substance such as cat litter or used coffee grounds.
3. Put the mixture into a disposable container with a lid, such as an empty margarine tub or into a sealable bag.
4. Conceal or remove any personal information, including Rx number on the empty containers by covering it with duct tape or scratching it off with a permanent marker.
5. Now place the sealed container with the drug mixture and the empty drug containers in the trash.

## 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
- ▶ Notify healthcare provider of enrollment in the patient management program, if applicable.

## INFECTION PREVENTION

### Five things you can do to prevent infection

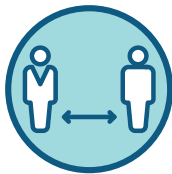
It is important to try and avoid contagious diseases like the flu and the common cold. Follow these five easy steps to prevent the spread of infection.



**Clean your hands:** Clean your hands thoroughly for at least 15 seconds. Use soap and warm water (be careful of water temperature and use a temperature that is comfortable for you). Clean your hands after visiting a place of business, before handling or eating food, after visiting someone who is ill, after playing with a pet, after changing a diaper, etc.



**Cover your mouth and nose:** Germs can travel 3 feet or more when you sneeze or cough. Always cover your mouth to prevent the spread of infection. You can sneeze or cough into a tissue or at the bend of your elbow. Always make sure you clean your hands right away after sneezing or coughing.



**Avoid close contact with others if you are sick:** If you are sick, stay away from others (if possible) and do not touch or shake hands with people. If you are visiting the doctor for treatment, call ahead and ask if there is anything you can do to further prevent spreading an infection.



**Get your vaccinations:** Make sure you are up to date on your vaccinations from your healthcare provider. Vaccinations are available for: chicken pox, measles, tetanus, shingles, mumps, meningitis, hepatitis, pneumonia, and flu (influenza).



**Ask your healthcare professional to wash their hands and wear gloves:** Healthcare providers come in contact with lots of bacteria and viruses. Do not be afraid to ask them if they should wear gloves or other forms of PPE (personal protective equipment) before they treat you.

## PATIENT EMERGENCY PLAN

It is important to have a general plan when preparing for an emergency. The following tips could be helpful during your preparation.

### Make a list:

- ☐ Medications
- ☐ Medication information
- ☐ Allergies
- ☐ Copies of health insurance cards
- ☐ Contact information

### Have on hand:

- ☐ A week supply of medication
- ☐ Cell phone
- ☐ Flashlights and batteries
- ☐ First aid kit
- ☐ Battery operated radio

### Evacuation Plans:

- ☐ Know emergency numbers
- ☐ Know where your nearest emergency shelter is located
- ☐ Have an emergency bag ready to go
- ☐ Arrange for assistance if you cannot evacuate yourself
- ☐ Have a plan for your pets
- ☐ Plan to have medication, food and accessories

### Essential items:

- ☐ Health information
- ☐ Cell phone
- ☐ Essential medications
- ☐ Flashlight and batteries
- ☐ Copies of prescriptions
- ☐ Emergency food

Should you have any questions about your prescription or in the event of an emergency, do not hesitate to call your Rx To Go Pharmacy pharmacist at **(866) 979-8646**.

## NOTES

[illegible]



To learn more about Rx To Go, LLC  
and download a digital version of this packet, please visit:

**[FLCancer.com/RxToGoService](http://FLCancer.com/RxToGoService)**