



FREQUENTLY ASKED QUESTIONS

Q What is a Specialty Pharmacy?

A Specialty pharmacy focuses on high cost, high touch medication therapy for patients with complex disease states or long-term conditions. The appropriate use of specialty medications is essential for improving or maintaining your health and your quality of life. A specialty pharmacy provides a wide range of services and resources to support patients based on their unique medical need.

A specialty pharmacy also works with your doctor and your health insurance company to ensure you have access to the right drug and that it's covered by health insurance if possible.

Q Why California Specialty Pharmacy?

A Founded in 2006, CSP is a leader in providing specialty and compounded medications. The highly-trained staff members are experts who understand the unique needs of patients with complex conditions. These include cancer, rheumatoid arthritis, HIV, infertility, hepatitis, organ transplant, and many other conditions.

These conditions can take a toll on patients both physically and emotionally. That's why CSP provides support that can help address these issues. We also maintain the highest standards of quality and patient safety, so that patients can feel confident about taking any medication they receive from CSP.

Q What is a specialty medication?

A Specialty medications are injectable, oral, infused, or inhaled (and high cost) medications. They are often:

- Self-administered or administered by a health care provider.
- Are used at home or obtained in an infusion outpatient center.
- Have unique storage or handling requirements such as needing to be refrigerated.
- May require close monitoring and/or on-going clinical management.
- May not be available at retail pharmacies.

Q What types of services does California Specialty Pharmacy provide?

A We do more than fill prescriptions. Our services include:

- Timely delivery of your medication
- Medication-related supplies at no additional cost to you
- Pharmacists available 24/7 to answer your questions
- Refill Reminders
- Financial and billing assistance to keep your drug costs as low as possible
- Support throughout the insurance approval process
- Rapid access to medications
- Counseling and educational information
- Monthly wellness checks with a review of any concerns the patients may have

Q What are the health benefits of the Specialty Pharmacy Program for our patients?

A Our goal is to improve patients' health and the success of the treatment. We will work to:

- Help patients take the medications as the doctor ordered
- Deal with side effects caused by the medication
- Help patients remember to fill the prescription on time
- Find help paying for the medication
- Help with insurance billing
- Mail the medications to home at no cost to you

Q How does a patient fill a prescription for a specialty medication for the first time?

A In most cases, the ordering physician will contact the Specialty Pharmacy and submit a prescription on behalf of the patient. Our Specialty Pharmacy staff will then contact the patient directly to gather any additional information needed, including scheduling a home delivery.

Q What should the patients do if they have problems with the medication?

A In case of life-threatening emergency, please call 911 immediately. Our specialty pharmacist can answer any medication-related questions around-the-clock.

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Q Why is adherent to specialty medication important?

A Adherence is the cornerstone of effective medication therapy. Taking medications as prescribed can optimize clinical outcomes, prevent hospitalizations, and improve quality of life.

Q How do patients move or transfer their prescription to a specialty pharmacy?

A Our Specialty Pharmacy Program team members will help with the transfer of the current prescriptions from another pharmacy. If patients are out of refills, the Specialty Pharmacy team will contact the doctor to get a new prescription.

Q What about refills?

A Our Specialty Pharmacy team will contact the patient each month, typically six to 10 days ahead of the next refill, to schedule the next delivery.

Q How will the patients find out if my insurance covers my drugs?

A We will handle this process for patients by coordinating with the insurance company and the ordering doctor. Many specialty drugs require something called “prior authorization” which means that the insurance company needs documentation before they will cover a high-cost drug. We will notify the patient as soon as possible about the result of this process.

Q How will I receive my medication? Will it be delivered? When can I expect it?

A Our preferred specialty pharmacy will deliver your medication to your home at no cost to you. Once your delivery is scheduled, refrigerated medications will be delivered overnight directly to you, in a temperature-controlled package. Other medications usually take two or three days. Supplies will also be provided at no extra cost.

Q Are medication supplies such as syringes and sharps containers for used needles covered by insurance?

A Supplies, such as sharps containers, needles, syringes and tubing necessary to administer an injectable specialty drug are provided at no cost to the patients. They will be included in the delivery of the specialty pharmacy medication.

Q Does my doctor know how to work with the California Specialty Pharmacy?

A We work closely with your doctor to ensure you receive the best possible care and service. Your doctor may contact our specialty pharmacy team anytime during our hours of operation.

To expedite the authorization process and meet timely appointment demands, your doctor should submit a valid prescription with a prior authorization request.

Q How can California Specialty Pharmacy help fill my prescription?

- A**
- Financial and billing assistance to keep your out-of-pocket costs as low as possible
 - Support through the insurance approval process
 - In-stock medications for rapid fulfillment
 - Comprehensive counseling and educational information

Q What if the insurance changes?

A Call the Specialty Pharmacy as soon as possible to avoid delays in getting your medication. We will check your new benefits if possible.

Q Do I need to inform the pharmacy if there are changes to my medication therapy?

A Please contact us as soon as any changes are made. If needed, we will contact your doctor for a new prescription.

Q Do you have pharmacists or staff who speak second languages?

A We do have multilingual Capabilities.

Q I have specific questions not answered here. How can I contact a Pharmacist?

A Our pharmacists are available 24 hours a day, seven days a week to speak with patients and providers. Call us at (877) 602-7779 or simply submit your question online (<https://www.csprx.com/contact-us/>). The toll-free fax number is: (866) 853-6555.

Q What are your business hours?

A Our business hours are 9 am – 5 pm, Mon – Fri.

For more information about
California Specialty Pharmacy:

 www.CSPRX.com

 (877) 602-7779