

Specialty Pharmacy Services  
**WELCOME PACKET**



# Welcome to TMC Specialty Pharmacy

Thank you for choosing TMC Health and TMC Pharmacy as your specialty pharmacy. Our team is here to support you throughout your treatment, ensuring you receive the best outcomes from your specialty medications.

This packet serves as your primary resource for navigating specialty pharmacy therapy and our program at TMC Health. Our services are designed to help you achieve the most benefit as a specialty pharmacy patient, including:

- Individualized care from trained pharmacists and support staff experienced in your condition.
- Help with insurance approval and access to financial assistance programs.
- Free, safe and on-time medication shipping in Arizona, including refrigerated medications.
- 24/7 clinical support from pharmacists.
- Refill reminders and follow-ups on your treatment progress.

At TMC Health and TMC Pharmacy, we put You First. Patient experience is our priority, and your feedback ensures we continue to deliver care with excellence. Periodically, you may be asked to complete a short patient satisfaction survey via phone or text/email; we would appreciate you taking the time to let us know how we are doing.

If you have any questions, please call us toll-free at **(855) 862-7476**. Thank you for choosing TMC Health and welcome to TMC Pharmacy's specialty pharmacy program!

Sincerely,

**Your Specialty Pharmacy Team**

## About TMC Specialty Pharmacy

### CONTACT INFORMATION

**Website:** [tmcaz.com/programs-services/pharmacy/specialty-pharmacy-services](http://tmcaz.com/programs-services/pharmacy/specialty-pharmacy-services)

**Toll free:** 1 (855) 862-7476

### OUR LOCATION

#### TMC Pharmacy

5310 E. Grant Road

Tucson, AZ 85712

Phone: (520) 420-2600

Fax: (520) 420-2602

### HOURS OF OPERATION

Monday-Friday,  
8 a.m. - 4:30 p.m.

TMC Pharmacy is closed or may have limited hours on the following observed holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Friday After Thanksgiving
- Christmas Eve
- Christmas Day

### AFTER-HOURS PHARMACIST LINE:

A licensed pharmacist is available 24 hours a day, 7 days a week to support your clinical needs. For urgent pharmacy needs after hours, please call **(520) 420-2600** and select the option to reach our on-call pharmacist.

If you are experiencing a serious medical emergency, please call 911 immediately or go to the nearest emergency room. Emergency responders will help you decide on the best course of action.

# About Our Services

## GETTING STARTED

After we receive a prescription from your provider, you are automatically enrolled into our specialty pharmacy program throughout your treatment. In addition to the dedicated support from our specialty pharmacy team, this program allows us to:

- Collaborate with your current care team to ensure your specialty medications are as safe and effective as possible
- Teach, train and review with you on how to correctly and comfortably take your medication(s)
- Provide regular checks for drug interactions, allergies and side effects
- Answer any clinical questions you may have regarding your condition and treatment
- Develop a care plan based on current best practices and is tailored to your personal goals and needs
- Offer additional educational materials and resources about your condition upon request

This program was designed to improve patient outcomes and overall health by putting You First — providing better understanding of your medication(s), personalized care plans and effective side effect management — so you can be more confident throughout your treatment journey.

These services are provided at no additional cost, and enrollment is optional. If you would only like to receive your medications and refill reminders at TMC Pharmacy, please contact us to be removed from the program.

## FILLING A NEW PRESCRIPTION

New prescriptions can be sent directly to TMC Pharmacy by fax, phone or electronically by your provider. You may also bring a paper prescription to TMC Pharmacy, but all hand-delivered prescriptions will be verified with your provider.

## PRESCRIPTION PICKUP AND DELIVERY

We will contact you 5-7 days before your prescription is filled. Prescriptions are delivered, free of charge, to a safe location. Only you or individuals you have authorized can receive your medication. If delivery is not feasible or desired, you may also pick up your prescriptions in-person at our pharmacy.

Please check your order upon receipt and call us within one business day to report any issues.

## REFILLING YOUR MEDICATION

Five (5) to seven (7) days before your refill date, a TMC Specialty Pharmacy team member will contact you to confirm delivery or pickup, evaluate side effects and collect payment. Refills cannot be shipped without your confirmation.

If you have not received a call confirming, or you have not confirmed, your refill five (5) to seven (7) days prior to your expected refill date, please contact TMC Pharmacy by phone as soon as possible.

## TRANSFERRING A PRESCRIPTION

If TMC Pharmacy can no longer refill your medication, we will notify you and transfer your prescription to another specialty pharmacy. You may also request to transfer your prescriptions to a different pharmacy at any time.

# About TMC Specialty Pharmacy

## WHEN TO CALL TMC PHARMACY:

It is important that you reach out to TMC Pharmacy and your pharmacist regarding questions, concerns and changes that may affect your treatment. Please call us when:

- You have questions or concerns about your medication(s)
- You suspect a reaction or allergy to your medication(s)
- There is a change in your medication(s) usage
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- You need to check the status of your order, discuss an order delay or reschedule your delivery
- You need claims-related information
- You need to refill your prescription
- You have questions about pricing options or savings programs for your medication(s)
- You need to have a prescription transferred

## Financial Information

Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, copay and coinsurance. TMC Pharmacy will submit claims to your health insurance carrier and notify you if your claim is denied.

Depending on your insurance coverage, we can provide the cash price of your medication, as well as help you access financial assistance programs upon request. Financial assistance programs may be available based on the condition being treated and the prescribed medication. Please see “Financial Assistance Programs” for a list of potential programs, or feel free to call us for more details.

# Patient Concerns and Complaints

Our clinical specialty pharmacists review all prescriptions for safety and accuracy according to best practice and as prescribed. However, if you notice any errors (ex: wrong drug, wrong dose, wrong frequency or suspect counterfeit medications) please reach out to us and we will investigate and rectify the mistake. Complaints made to TMC Specialty Pharmacy are recorded and documented within 1 business day of receipt and resolved as soon as possible and within 30 calendar days.

We want you to be completely satisfied with the service we provide. If you or your caregiver has concerns, please contact us by phone, email or in writing to discuss your concerns.

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

## **Arizona State Board of Pharmacy**

- Website: <https://pharmacy.az.gov/>
- Telephone: (602) 771-2727
- To deliver written message: <https://pharmacy.az.gov/contact-us>
- To file a complaint: <https://pharmacy.az.gov/file-complaint-or-self-report>

## **URAC Communication**

- Website: <https://www.urac.org/contact/file-a-grievance/>
- Email Address: [grievances@urac.org](mailto:grievances@urac.org)

## **ACHC Communication**

- Website: <https://achc.org/contact/>

## **NABP**

- Telephone: (847) 391-4406

# Additional Information and Resources

## SUBSTITUTIONS AND EQUIVALENTS

We may substitute with a generic drug to reduce costs or meet insurance requirements. We will inform you before making a substitution. We use brand name medications at your or your prescriber's request. Additional costs may be charged by your insurance company

## PROPER DISPOSAL OF UNUSED MEDICATIONS

Unused or expired medications should not be flushed or thrown in the trash unprotected. Instead, follow these guidelines:

- Use a local medication take-back program or drop box.
- If unavailable, mix medications with coffee grounds or cat litter, place in a sealed bag, and dispose of in household trash.
- For sharps (needles or syringes), use a sharps container. Do not return sharps to the pharmacy.

For more information, visit: [www.fda.gov/disposal](http://www.fda.gov/disposal)

## DRUG RECALLS

If your medication is recalled, we will contact you and coordinate with your provider for an alternative.

## ADVERSE REACTIONS

An adverse reaction is defined as "Any unfavorable or unintended sign, symptom, or disease temporarily associated with the use of a drug." If you suspect an adverse reaction, please contact one of our pharmacists and your physician. However, in case of a medical emergency, please call 911 or your local emergency service for immediate assistance.

## ACCESSING MEDICATIONS DURING AN EMERGENCY OR DISASTER

We have plans in place to ensure you receive your medications during emergencies such as severe weather or natural disasters.

What to expect:

- We may contact you in advance of an expected emergency to arrange early delivery.
- If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medication(s) to ensure your therapy is not interrupted.
- If you're impacted by an emergency, contact us as soon as it's safe.
- In life-threatening situations, always call 911 or go to the nearest emergency room.

## MEDICATION ADMINISTRATION AND INFECTION CONTROL

Keeping your medication and treatment area clean is important for your health. Follow these steps to reduce the risk of infection:

### Clean Hands

- Wash your hands before and after preparing or taking your medication.
- Scrub for at least 20 seconds with soap and water.
- Use hand sanitizer if soap and water are not available.

### Injectable Medications

- Use a clean, flat surface to prepare your medication.
- Always wipe the injection site with an alcohol pad before injecting.
- Never reuse needles, syringes, or alcohol pads.

## Additional Information and Resources (cont.)

### Medication Storage

- Store your medications as instructed—some may need refrigeration.
- Keep medications in their original containers until they are ready to use.
- Do not use medications that look discolored, damaged, or expired.

### Disposal

- Throw away used sharps in designated sharps containers.
- Do not dispose of needles or syringes in household trash or recycling bins.
- Follow local guidelines for medication and sharps disposal.

## ADDITIONAL PATIENT RESOURCES

Medication, Condition/Diagnosis and Community resources	
Multiple Myeloma	<a href="https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma">https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma</a>
Neuro Oncology	<a href="https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx">https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx</a>
Oncology/Hematology	<a href="https://www.cancer.org">https://www.cancer.org</a> <a href="https://www.livestrong.org/we-can-help">https://www.livestrong.org/we-can-help</a>

Financial Assistance Programs	
PAN Foundation	<a href="http://www.panfoundation.org">www.panfoundation.org</a>
HealthWell Foundation	<a href="http://www.healthwellfoundation.org">www.healthwellfoundation.org</a>
Patient Services, Inc.	<a href="http://www.patientservicesinc.org">www.patientservicesinc.org</a>
Patient Advocate Foundation Co-Pay Relief	<a href="http://www.copays.org">www.copays.org</a>
Partnership for Prescription Assistance	<a href="http://www.pparx.org">www.pparx.org</a>
Safety Net Foundation	<a href="http://www.safetynetfoundation.com">www.safetynetfoundation.com</a>
The Assistance Fund	<a href="http://www.theassistancefund.org">www.theassistancefund.org</a>

# Patient Rights and Responsibilities

## **As our patient, you have the RIGHT to:**

- 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 both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible
- 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
- Have one's property and person treated with respect, consideration, and recognition of 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 patient property
- Voice grievances/complaints regarding treatment or care or lack of respect for 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 patient record and of Protected Health Information (PHI)
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate patient-centered care 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
- 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 TMC Specialty Pharmacy's patient management program
- Decline participation, or disenroll, at any point in time

## **As our patient, your RESPONSIBILITIES include:**

- Giving accurate clinical and contact information and providing notification of changes in this information
- Notifying the treating prescribers of their participation in the services provided by the pharmacy, such as the patient management program
- Submit forms that are necessary to receive services
- Maintaining any equipment provided
- Notifying the organization of any concerns about the care or services provided
- Notifying the organization of change in contact status



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[tmcaz.com](http://tmcaz.com)