



Welcome to Ochsner Specialty Pharmacy!

Thank you for choosing Ochsner Specialty Pharmacy. We're proud to be part of your care team and are here to make taking your specialty medication easier and less stressful.

As part of Ochsner Health, we work closely with your doctors to make sure your medication is safe, works well, and is right for you.

Our pharmacy offers more help than a regular pharmacy. We are here to help during business hours, Monday through Friday, from 8:30 AM to 5:00 PM. A pharmacist is also on call 24/7 for any urgent medication questions.

This guide has helpful information about our services. Please keep it in case you need it later.

Sincerely,

Sheena Babin, PharmD, CSP

Director, Specialty Pharmacy



ACCREDITED
Specialty Pharmacy



CONTACT INFORMATION

Telephone: 1-504-842-7439

Toll-Free: 1-855-312-4193

Fax: 1-504-842-6931

Address:

Our pharmacy team works from two locations in Louisiana.

Ochsner Specialty Pharmacy – New Orleans

1405 Jefferson Hwy, Suite A
New Orleans, LA 70121

Ochsner Specialty Pharmacy – Baton Rouge

11200 Industriplex Blvd, Suite 160
Baton Rouge, LA 70809

Website: [Ochsner Specialty Pharmacy](http://OchsnerSpecialtyPharmacy.com)



Hours: Monday through Friday
8:30 a.m. to 5:00 p.m.

Ochsner Specialty Pharmacy may be closed or have reduced hours on or surrounding major holidays.

About Ochsner Specialty Pharmacy

Ochsner Specialty Pharmacy will serve the patient as first priority and act with compassion, integrity, inclusivity, excellence and teamwork to improve our patients' outcomes.

Our specialty pharmacy team is trained to help with complex health conditions, expensive medications, and insurance questions. We check your medications to make sure they are safe and work closely with your healthcare team to follow your progress. We are glad to work with you and thank you for trusting us.

Services Offered

Pharmacy Insurance Review

Our clinical pharmacists work with your doctor and your insurance to get your medication approved. This process is called a *prior authorization*. It usually takes a few days, and we will keep you updated. If the medication is not approved, you may be able to appeal the decision, and our pharmacists can help you.

Once your insurance approves the medication, we will tell you your estimated copay and check if we are in network with your insurance plan. Copay costs can be different depending on your plan.

If you would like to know the cash price, you can ask for it. A supervisor will review your request and get back to you with the information.

Insurance Change

Please call us right away if your insurance changes. We will contact your new insurance plan to help make sure your medication is approved without delays.

Financial Assistance Programs

Specialty medications can cost a lot, even if you have insurance. If your copay is too high, we can help you find ways to lower the cost. This may include copay cards, help from drug companies, or state and federal assistance programs. If you qualify, we will help you apply.

No Insurance?

Some drug companies offer free medication for people without insurance. If your medication qualifies, we will help you apply for these programs.

Patient Management Program

The Patient Management Program helps you stay on track with your medication and your health. You will have regular one-on-one check-ins with a pharmacist who can answer your questions and help make a treatment plan that works for you.

This program is free, and you are signed up automatically. If you ever want to stop or join again later, just let us know. Leaving the program will not change your care or the services you receive from Ochsner Specialty Pharmacy.

How the Program Helps You:

- Easy tips for using and storing your medicine safely.
- Show you the right way to take or inject your medicine.
- Help you prevent or manage side effects.
- Remind you about refills by phone or through the MyOchsner app.

Things That Can Affect the Program:

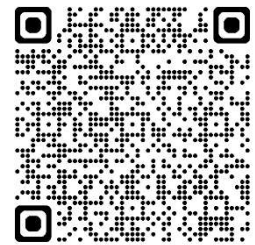
- How willing you are to follow instructions and take your medicine as prescribed.
- Whether you choose to stay in the program.
- If you follow the care and advice we give.
- How often you stay in touch with our pharmacy.

Patient's Rights and Responsibilities

We are here to support your treatment and make things as easy as possible. You are an important part of your care team, so it's helpful to understand your health and know your rights and responsibilities as a patient.

Your Rights as a Patient in the Program

1. Your personal health information will only be shared as allowed by law.
2. You can ask who is helping you, their job title, and speak to a supervisor if you want.
3. You can talk to a healthcare professional anytime.
4. You can get information about the Patient Management Program.
5. You can choose not to join or leave the program at any time.



Your Responsibilities as a Patient in the Program:

1. Give us accurate health and contact information and let us know if anything changes.
2. Tell your doctor that you're in the Patient Management Program.



You can see the full list of your Rights and Responsibilities, along with Ochsner's privacy notice, by scanning the QR codes above or visiting our website.

Interpreter Services

If you are deaf, hard of hearing, or if English is not your first language, you can ask for an interpreter. We will make sure you have the help you need to understand your care and communicate clearly.

Accessing Your Medications

New Medications

After your doctor sends us your prescription and your insurance approves it, we will call you within a few days to set up your first delivery or pickup. Before we send your first order, you will talk with a pharmacist to go over your medication and ask any questions. You can call us anytime to get an update on your order.

Medication Refills

We make refills easy in two ways:

1. Use the MyOchsner App

You can request refills by filling out the refill questionnaire in the app. We will send you a reminder by email or app message 7 days before your refill is due. If you do not respond, we will call you. If you need help, you can visit the Refill Guide on our website. *Note:* Some medications cannot be refilled using the app.

2. Call Us

If your medication cannot be refilled through the app, we will call you 7 days before it is due. You can also call us anytime, but please try to call at least 4 days before you run out.

If we leave you a voicemail, please call us back as soon as you can. We cannot send your medication without your confirmation. Even if you use the app, we may need more information to finish your refill.

Free Home Delivery

We offer free delivery in Louisiana, Mississippi, and Alabama (cannot deliver to P.O. boxes or USPS mailboxes).

- Deliveries are available Tuesday through Saturday.
- Next-day delivery may be available for urgent needs, depending on where you live.

If delivery is not an option, you can pick up your medication at our New Orleans or Baton Rouge pharmacy during regular business hours. *Note:* Refills for the Employee Weight Management Program cannot be picked up.

Your Costs and Payment Responsibilities

We will tell you how much you need to pay before each pickup or delivery. We will also check your payment details before charging the card we have on file.

Free Supplies:

If your medication needs supplies, we will give them to you. This may include pen needles, alcohol swabs, syringes, or small injection kits with gauze, swabs, and bandages. These supplies help you take your medication safely and correctly.

Prescription Transfers

If you need to move a prescription to or from Ochsner Specialty Pharmacy, just tell one of our pharmacists. We will take care of everything else for you.

Emergency Preparedness

We are ready for emergencies with backup power, staff plans, and support from Ochsner Health. Before a storm or bad weather, we will contact you to make sure you can get your medicine. If you have to leave your home and we cannot deliver to your new location, we will work with another pharmacy to help you get it.

If you have a personal emergency or need to travel, please tell us. We will work with your doctor and your insurance to try to get your refill early.

When Should You Call the Pharmacy?

- Call us anytime if you have questions about your medicine or want to check on your order.
- Please call us if any of your information changes, like your address, phone number, or insurance.
- Contact us if you think there was a problem with shipping or filling your medicine, or if you hear that your medicine may have been recalled by the FDA.

After Hour Guidance

After 5 p.m. or on weekends, your call will go to voicemail.

- If you want to check your order, need a refill, or have a shipping question:
 - Call our main number and choose *Option 1*.
 - Leave a voicemail with your name, date of birth, phone number, and a short message about what you need.
 - We will call you back on the next business day.

- If you have a question about your medicine (such as side effects, how to take it, or other medicine questions):
 - Call our main number and choose *Option 2*.
 - Leave a voicemail with your name, date of birth, phone number, and a short message about your concern.
 - A pharmacist will call you back as soon as possible, usually within one hour.
- If it is a medical emergency, call 911 right away.
 - Examples include chest pain that does not go away, serious trouble breathing, a fall where you cannot move or get up, or heavy bleeding.

Know Your Medications

Make sure you understand each medicine you take:

- Why you need it
- How and when to take it
- How to store it safely
- How to throw it away the right way
- What to expect while taking it
- Possible side effects and safety warnings

Understanding Side Effects

Medicines can cause side effects. Some are mild, and some can be serious. Ask us which serious reactions you should watch for.

If you notice anything unusual that is not a life-threatening emergency, call your doctor or pharmacist right away. You can also call after hours using our on-call system. If you think you are having a serious, life-threatening reaction, call 911 or get emergency help right away.

Safe Storage and Disposal of Medication and Sharps

Safe Storage

- Some medicines need special storage, like being kept in the refrigerator or away from light. Ask us how to store your medicine the right way.
- Always keep medicines out of reach of children.
- If someone takes medicine by accident, call Poison Control at 1-800-222-1222 or visit poison.org.

Safe Disposal

Don't do this:

- Do not throw medicine in the trash.
- Do not flush medicine down the toilet or sink.
- Do not throw needles or syringes in the trash or recycling.

How to get rid of medicines:

- Pills: Put them in a clear zip-top bag.
- Liquids, creams, or inhalers: Keep them in the original container. Cross out your personal information and seal the container in a bag.

Where to take unused medicines:

- By law, Ochsner Specialty Pharmacy cannot take back medicine once it has been given to you.
Instead:
 - Use a local drug take-back program at a pharmacy, police station, or community event.
 - Or visit the DEA Take Back Locator online to find a drop-off site near you.

If no take-back program is available:

- Mix medicines with something unpleasant, like coffee grounds or kitty litter.
- Seal them in a bag and throw them in the trash, not recycling.

How to throw away sharps (needles, syringes, lancets):

- Use a sharps container or a strong plastic or metal container with a screw-on lid (do not use glass).
- When the container is about $\frac{3}{4}$ full, tightly seal and tape the lid, then throw it in the trash (not recycling).
- Learn more at safeneedledisposal.org.

Other supplies:

- Place used items like gloves, gauze, or bandages in a tied bag.
- Put that bag inside another tied bag and throw it in the trash.

Other Patient Information

We are On Your Side – Patient Support and Help

We are here to help you get the most from your specialty medicines. If you have questions or concerns, please call us. You can also join support groups for your condition to get advice and emotional support. Patient resources are available on our website or let us know if you would like help finding a support group that is right for you.

Have a Concern or Think There Was a Mistake?


If you have a question, concern, or complaint, contact us by phone, email, mail, or through our website:

- Call us at 1-855-312-4193 or 1-504-842-7439 and speak with any staff member or a pharmacy leader.
- Email us at specialtypharmacy@ochsner.org.
- Fill out the complaint form on the next page and mail it to us.

If you feel your concern was not resolved by the pharmacy and you want to take it further, you can contact:


Louisiana Board of Pharmacy

 pharmacy.la.gov

 1-225-925-6496


Alabama Board of Pharmacy

 albop.com

 205-981-2280


Mississippi Board of Pharmacy

 mbp.ms.gov

 601-899-8880


The Joint Commission

 [Joint Commission Connect -](http://JointCommissionConnect.com)

 1-800-994-6610

URAC

 urac.org/file-a-grievance

 1-202-216-9010

Frequently Asked Questions

Does Ochsner Specialty Pharmacy carry all specialty medications? We have most specialty medicines. If we don't carry yours, we'll transfer your prescription to a pharmacy that does.

What delivery service will be delivering my medication? We mainly use MEDRx Delivery Service for deliveries. In some cases, we may use FedEx. Call us to find out which service will deliver your order.

I use other Ochsner pharmacies for refills. How can I tell which medication the refill questionnaire is asking about? Only Ochsner Specialty Pharmacy uses the refill questionnaire. Other Ochsner pharmacies do not. If you get the questionnaire, it's for medication filled by Ochsner Specialty Pharmacy.

Will I always get a call after requesting a refill through the MyOchsner Refill Questionnaire? Not always. If everything looks good and the pharmacist doesn't have questions, we'll set up your delivery for the date you picked without calling. You can still call us anytime to check your order.

How do I pay my copay cost? You can keep a credit or debit card on file. With your permission, we'll charge your card the day before delivery. If you don't have a card, we can send an invoice for payment by check, money order, or through the MyOchsner app (this is approved case-by-case). For in-person pickups, payment is due at the register.

Patient Complaint Form for Reporting Problems

Date: _____

Patient Name: _____ Date of Birth: _____

Phone Number for Callback: _____

Can we leave a voicemail message at the phone number listed above? Select yes or no below.

 Yes No

Caregiver Name (if applicable): _____

What happened? In the space below, give us all the details you have including people involved if you have names, date of incident, and the medication. Please use additional pages as necessary.

For the quickest response, call us at 1-855-312-4193.

Mail this complete form to our mailing address or fax to (504) 842-6931. You can also email the information to specialtypharmacy@ochsner.org. Complaints received through this process will be reviewed and acknowledged within 5 business days. A complaint may take up to 7 business days from the time received for resolution.

For Office Use Only:

Date Received & Acknowledged: _____

Date Resolved: _____