
BCDI Specialty Pharmacy Frequently Asked Questions

1. What information do I need to have available when I fill or refill my prescription with the BCDI Specialty Pharmacy?

BCDI keeps all patient prescriptions in our electronic medical records system so the pharmacy technicians always have access to your most recent prescription. If your prescription requires more refills, the technicians will contact the clinical care team for a new prescription. When you call to either fill your first prescription or refill your existing prescription, please have the following items handy:

- **Current weight** – because clotting factor is dosed based on the weight of the patient, it is very important that you give the technician your correct weight
- **Number of doses on hand** – this not only helps the technicians know how quickly the delivery needs to get to you but also helps the clinical care team monitor how frequently you are dosing
- **Date, location, and length of any recent bleeds** – this will be notated in your medical chart and reviewed by the clinical care team to ensure that your dose does not need to be altered
- **List of any supplies needed** – these could include saline rinse, gloves, syringes, tubing, etc.

The BCDI pharmacy team will communicate with you about how often and/or when you should call to refill your prescription, otherwise refills should be requested when you have five days of medication left. All prescriptions that do not require prior authorization are available for next day delivery by mail, same day or scheduled delivery from the BCDI courier, or may be picked up at BCDI at 9128 N Lindbergh Drive, Peoria, IL 61615.

2. How Do I order my medication in the event of an emergency or disaster, or if I do not have access to a phone?

- If you have no way to call BCDI, you can try to reach us by having someone you know call us from his or her cellular phone. (Many times cellular phone companies set up communication centers during natural disasters. If one is set up in your area, you can ask them to contact us.)
- If the emergency was unforeseen, we will try to locate you by visiting your home, or by contacting your home nursing agency. If travel is restricted due to damage from the emergency, we will try to contact you through local law enforcement agencies.
- If the BCDI Specialty Pharmacy team is unable to deliver the needed medication, it will be transferred to the nearest available pharmacy.
- *During any emergency situation, if you are unable to contact BCDI and you are in need of your prescribed medication, equipment or supplies, you must go to the nearest emergency room or other treatment facility for treatment.*

3. Can I schedule a consultation in person with a pharmacist?

- Absolutely! You may call the BCDI Pharmacy at any time to schedule an in person consultation.
- You may also speak to the pharmacist over the phone or via email, whichever is more convenient for you.
- Questions for the clinical care team and/or the prescribing physician over the phone will be transferred to the next available member of the clinical care team.

4. Who do I talk to about my bill or copay?

- Whether your insurance provider has changed or you have claim related questions, the BCDI Billing team is here for you.
- Please call (309) 692-5337 and ask to speak to a member of the billing team and you will be directed to a member who can assist you.
- The BCDI pharmacy will inform all patients of their copay responsibility when each prescription is filled. If you have a question about your copay or would like to learn more about available financial assistance options we are here to help! Our knowledgeable team of pharmacy technicians and our billing team will work with you to ensure that you have affordable access to your prescriptions filled at the BCDI pharmacy.

5. What if BCDI is not an in-network pharmacy for my prescription benefit coverage?

- BCDI makes every effort to obtain network contracts for any insurance company that our patients request. Despite this effort, some insurance companies will not allow prescriptions to be filled at the BCDI pharmacy. If your insurance company is not in network but you still would like to use the BCDI Specialty Pharmacy, our billing team will work to find a way to obtain authorization.
- The BCDI Specialty Pharmacy cannot guarantee that out of network prescription fills will be paid by a patient's insurance company.
- Patients always have the option of paying out of pocket for their prescriptions from the BCDI pharmacy.
- If a patient wishes to fill outside of their network coverage, the BCDI Specialty Pharmacy will provide the patient with the total cost of the medication in writing. Should the patient chose to go forward with the purchase they take all responsibility for the charges as presented.
- If the BCDI Specialty Pharmacy is in-network, but you are experiencing other benefit limitations such as: vacation overrides, lost medication, quantity limits etc. we will contact your insurance provider to determine the options available for you to receive your medication refill.

6. How do I obtain a copy of my pharmacy records or request a transfer of my prescription?

- Call or email the BCDI Specialty Pharmacy team to request records or a copy of your prescription.
- If pharmacy records are requested to be transferred a summary of services provided including your response to therapy and clinical goals, the date and reason for the transfer, a brief description of ongoing needs that could not be met and any additional referral information as necessary will be provided to your new pharmacy or requested clinic.

7. How does BCDI decide which medications to stock?

- BCDI has access to all brands of clotting factor. Your hematologist will decide which brand is most appropriate for you and will send a prescription with that brand on it to the BCDI Specialty Pharmacy. If BCDI does not have the particular product in the correct vial sizes for your dose, we will obtain it with overnight delivery and have the prescription for you on the next business day.
- If an emergent situation arises and BCDI does not have the clotting factor prescribed on hand in the correct vial sizes, we will confer with the physician to determine if another drug can be substituted safely.
- The patient will be notified of the substitution if it is deemed appropriate and will have the option to decline the substitution.
- If it is deemed that a substitution is not clinically appropriate and BCDI cannot obtain the originally prescribed medication in a timely manner, BCDI Pharmacy staff will communicate this to the patient and assist the patient with finding a pharmacy that can deliver the medication in the time needed.
- If you have any questions related to the products we carry or alternate products available for your diagnosis, please call (309) 692-5337 and you will be directed to a member of the clinical care team who can assist you.
- If your provider prescribes you a medication not available at our office, please let us know what your pharmacy of preference is, and we will have the clinical team call the prescription into that pharmacy.

8. What happens if my medication is recalled?

- In the event a pharmaceutical or ancillary product is recalled or discontinued, the BCDI Pharmacy Manager will contact all patients and/or caregivers affected by the recall or discontinuation.
- The Pharmacy Manager will consult with the patient and/or caregiver, then contact the prescribing physician to arrange for an exchange of products, as deemed appropriate.
- The patient will always have the option to decline the substitution.
- The pharmacist will instruct you on how to properly dispose of any medications you have on hand that can no longer be used.

9. How do I check on the status of my order?

- Call or email the BCDI Specialty Pharmacy team to review the status of your order or with any questions regarding insurance approvals, prior authorizations, or denials. Our team is here for you!
- If your prescription order has been delayed, a member of the BCDI Specialty Pharmacy team will contact you within one business day to notify you of the delay and when your medication will become available.

10. What do I do if I need service outside of published business hours?

- The BCDI Specialty Pharmacy is here to help with all of your needs 24/7. If you need help after hours, simply call the afterhours hotline and a member of our team will be contacted to serve you. The afterhours number is (309) 677-6085.
- You can also call our main business line and you will be transferred to the afterhours operator.
- Both pharmacy staff and clinicians are available to attend to your calls and the afterhours operator is trained to direct your call to the appropriate team member.

11. How do I properly dispose of expired or unused medications?

- Follow any specific disposal instructions on the drug label or patient information that accompanies the medication.
- Do not flush prescription drugs down the toilet unless this information specifically instructs you to do so.
- Take advantage of community drug take-back programs that allow the public to bring unused drugs to a central location for proper disposal. Call your city or county government's household trash and recycling service (see blue pages in phone book) to see if a take-back program is available in your community.

Tip: Before throwing out a medicine container, scratch out all identifying information on the prescription label to make it unreadable. This will help protect your identity and the privacy of your personal health information.

- Do not give medications to friends! Doctors prescribe medications based on a person's specific symptoms and medical history. A drug that works for you could be dangerous for someone else.
- When in doubt about proper disposal, talk to your pharmacist.
- The same disposal methods for prescription drugs could apply to over-the-counter drugs as well.

12. Where can I find more information about my condition?

- The BCDI homepage at ilbcdi.org has a wide verity of resources available to you. You can find information about the following;
 - Our team (Clinical, Pharmacy and Administrative)
 - Disorders (Bleeding, Rare bleeding, Clotting and Anemia)

- Resources tab > Websites – will provide you a list of additional evidence based information resources, advocacy groups and organization websites that are dedicated to improving the quality of care provided to patients in the bleeding and blood clotting community.
- Hard copies of the above information are also available upon request.

13. How do I address an adverse drug reaction or suspected error?

- If it is an immediate emergency call 911, otherwise contact your physician or call The BCDI Specialty Pharmacy at 309-692-5337.
- If you suspect there has been an error or you would like to report a concern, please contact The BCDI Specialty Pharmacy at 309-692-5337 and ask to speak with the pharmacy manager.

14. The BCDI Patient Management Program

The BCDI Specialty Pharmacy Patient Management Program aims to eliminate waste and effectively minimize the overall cost of care in concert with managing patients bleeding and blood clotting disorders in order to help improve patients overall quality of life. While our goal is to help minimize and manage side effects, increase adherence to recommended treatments and help improve overall quality of life, it is important that our patients and their families participate in their care. The BCDI Patient Management Program does not replace the necessity to see your primary care provider or bleeding and blood clotting specialists.

The BCDI Specialty Pharmacy values all our patients and strives to provide the highest quality service at all times. We strongly believe that the integrated coordinated care our patients receive is key to overall successful management of their conditions. If at any time, you are unhappy with the service being provided to you by the BCDI Specialty Pharmacy, please call the Chief Operating Officer at (309)692-5337. A Complaint submission form and consumer satisfaction survey is also available on our website which allows you to submit questions, concerns, or opinions anonymously. If your submission requests a follow-up communication, you will hear from Chief Operating Officer or other member of the Quality Management team within five business days. All investigations will be conducted by the Quality Management Committee. If at any time you wish to opt out of Patient Management services, please notify a member of the Pharmacy team. If you would like to contact the Accreditation Commission for Health Care (ACHC) regarding a complaint, you may do so by calling (855)937-2242.

We look forward to serving you!