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Section 1: Company Overview

RCCA Pharmacy offers convenient pharmacy services for oral cancer medications. We are bringing together the best and brightest in the industry to provide exceptional specialty pharmacy services. We are making a difference in the communities we serve, one patient at a time.

Our Commitment to Every Patient

To provide individualized specialty pharmacy services that improve health and empower patients to live each day to its fullest.

Individualized Specialty Pharmacy Services

- Compassionate, understanding professionals experienced with specialty medications
- Therapeutically focused clinical and administrative expertise enhancing service for patients and healthcare stakeholders
- Personalized, clinical care plans focused on improving health and minimizing side effects
- Comprehensive line of specialty medications including access to Limited Distribution Drugs
- Convenient site of care coordination
- Advanced clinical software indicating therapeutic impact and efficacy of prescribed treatments
- Detailed clinical monitoring and tracking measuring adherence to prescribed therapies

Timely Access to Care

- Prompt authorization for therapies related to complex conditions
- Attentive, caring pharmacy professionals—available day or night
- Comprehensive insurance benefit coordination
- Next day delivery

Focused Education and Support

- Medication administration training for all medications
- Education and advocacy programs promoting medication therapy adherence and positive self-management
- Identification of financial assistance programs for co-pays and deductibles where applicable
- Community outreach and support

Section 2: Patient Rights & Responsibilities

As a specialty pharmacy, we have an obligation to explain your patient rights and responsibilities before treatment begins, during initial evaluation, and on an ongoing basis as needed. Your family or guardian may exercise these rights for you if you are unable to exercise them for yourself.

Patient Rights

- Be fully informed in advance about care/service to be provided, including who will provide your care and the frequency of visits, as well as any modifications to the plan of care
- Be informed, in advance of care being provided, including financial responsibility
- Receive information about our scope of services
- Participate in the development and periodic revision of your plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- You may refuse/opt out of your treatment or our patient care services, including speaking to a pharmacist. We must inform your prescriber if you opt out of our patient management service. Your insurance company may also require us to inform them of your refusal
- Be informed of patient rights under state law to formulate an Advance Directive, if applicable. Have your wishes concerning end of life decisions addressed to have health care providers comply with your advance directives in accordance with state laws. You have the right to receive care without conditions or discrimination based on the execution of advance directives
- Be treated with respect, consideration, and recognition of patient dignity and individuality; and to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. You will not be discriminated against based on social status, political belief, sexual preference, race, color, religion, national origin, age, sex or disability. If you feel that you have been the victim of discrimination, you have the right to file a grievance without retaliation
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- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries or unknown source, and misappropriation of patient property. All verified violations will be reported to state/local bodies having jurisdiction (e.g. state survey agency or local law enforcement agency) and accreditation agencies within five (5) working days of becoming aware of the violation, unless state regulations are more stringent
- Voice grievances/complaints regarding treatment or care, lack of respect of 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
- Be advised on pharmacy's policies and procedures regarding the disclosure of clinical record
- Choose a health care provider, including choosing a physician or other licensed practitioner with prescribing authority, if applicable

- Receive appropriate care without discrimination in accordance with a physician or other licensed practitioner with prescribing authority orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement

Patient Responsibilities

- Patient submits forms that are necessary to receive services
- Patient provides complete and accurate information to the best of your knowledge about your present complaints and past illness(es), hospitalizations, medications, allergies and other matters relating to your health, along with contact information and any changes
- Patient notifies the treating provider of participation in the services provided by the pharmacy
- Patient maintains any equipment provided
- Patient notifies the pharmacy of any concerns about the care or services provided
- When the patient is unable to make medical or other decisions, the family/legal guardian/power of attorney designee will be consulted for direction
- Remain under a doctor's care while receiving medication/infusion therapy services
- Notify us of perceived risks or unexpected changes in your condition (e.g. hospitalization, changes in plan of care, changes in symptoms, homebound status or change in prescriber)
- Follow the plan of care and instructions and accept responsibility for the outcomes if you do not follow the care, treatment or service plan
- Ask questions when you do not understand about your care, treatment and service or other instruction about what you are expected to do. If you have concerns about your care or cannot comply with the plan, let us know
- Tell us if your visit or delivery schedule needs to be changed due to medical appointment, family emergencies, etc.
 - Tell us if your Medicare or other insurance coverage changes
 - Promptly meet your financial obligations and responsibilities agreed upon with our company
 - Tell us if you have an advance directive or if you change your advance directive
 - Tell us of any problems or dissatisfaction with the services provided
 - Provide a safe and cooperative environment for care to be provided (such as keeping pets confined, putting away weapons or not smoking) during visits from RCCA employees or agencies providing services
 - Follow instructions on the care, use and maintenance of equipment and return rental equipment in good condition
 - Show respect and consideration for our staff

Patient Therapy Management

Upon enrollment in the Patient Management Program, every patient has additional rights and responsibilities related to the program. Below is a list of these rights:

- The right to know about philosophy and characteristics of the patient management program
- The right to have personal health information shared with the patient management program only in accordance with state and federal law
- The right to identify the program's staff members, including their job title and to speak with a staff member's supervisor, if requested
- The right to speak to a health professional
- The right to receive information about the patient management program
- The right to receive administrative information regarding changes in, or the termination of, the patient management program
- The right to decline participation, revoke consent, or disenroll at any point in time
- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- The responsibility to notify their treating provider of their participation in the patient management program, if applicable

Section 3: Insurance Claims & Patient Assistance

Your dedicated RCCA Patient Support Specialist will help you with billing your insurance. Your dedicated RCCA Reimbursement Specialist will bill your insurance provider for the therapy and services provided.

They will also support you during any benefits review. We are here for you and it is our goal to help ease your burden of paying for your medication in the most efficient, easy and least expensive way possible.

Reimbursement Help

Your dedicated Financial Counselor is here to assist you every step of the way. They will assist you in understanding what your out-of-pocket cost may be and how to get the most out of your specific insurance benefit. They accomplish this by:

- Coordinating benefits and insurance paperwork on behalf of you and your prescriber
- Working diligently to obtain prior authorizations for your newly prescribed medication
- Helping to identify options to help make your out-of-pocket costs as low as possible, such as manufacturer sponsored coupons as well as patient assistance programs
- Directing you to potential coverage alternatives to help bridge benefit gaps

Payment Options

Your dedicated Patient Support Specialist will work diligently to minimize your out-of-pocket expense. Unfortunately, sometimes there may be uncovered portions remaining. Therefore, we offer three easy and convenient ways to pay:

- **Credit Card:** It is fast and easy to use your credit card when paying your copay or co-insurance portion.
- **Personal Check/Money Order:** Make checks or money orders payable to RCCA Specialty Pharmacy.
- **Flexible Spending Account:** Arrange for payment to be made through your Flexible Spending Account (FSA).

3A: Medicare Part D - Prescription Drug Program

The Medicare Part D program provides beneficiaries with assistance paying for prescription drugs. The drug benefit, added to Medicare by the Medicare Prescription Drug, Improvement, and Modernization Act of 2003, (MMA), began in January 2006. Unlike coverage in Medicare Parts A and B, Part D coverage is not provided within the traditional Medicare program. Instead, beneficiaries must affirmatively enroll in one of many Part D plans offered by private companies.

The Medicare law establishes a standard Part D drug benefit. Plans must offer a benefit package that is at least as valuable as the standard benefit. The standard benefit is defined in terms of the benefit structure, not the particular drugs that must be covered.

Part D drug plans are not required to offer the standard benefit but can offer alternative prescription drug coverage. Alternative coverage must be “actuarially equivalent” to the standard benefit. In other words, the value of the benefit package must be equal to or greater than the value of the standard benefit package. In an actuarially equivalent plan, the cost-sharing varies through the use of such mechanisms as tiered co-payments. For example, a beneficiary’s share of cost may be less for a generic or preferred brand name drug than for a non-preferred brand name drug. However, a plan that offers an alternative benefit package cannot impose a higher annual deductible or require a higher out-of-pocket limit than required by the standard benefit.

Because the deductible, initial coverage limit, and annual out-of-pocket threshold change each year according to the changes in expenditures for Part D drugs, beneficiary out-of-pocket expenses may increase annually.

The Medicare law does not mandate a set premium amount. These costs as well as the list of covered drugs vary from plan to plan and from region to region. Beneficiaries should take time to review the various plans available to them considering their current and anticipated needs and financial resources.

Eligibility

All people with Medicare are eligible to enroll in a Medicare Prescription Drug (Part D) plan. When beneficiaries are eligible to enroll in Medicare Part A & B, they also need to consider Medicare Part D options. Beneficiaries who decide to enroll in a plan will probably have to pay a monthly premium. The premium amount can be deducted from their Social Security check, a bank withdrawal can be arranged, or they may get a coupon book from the plan and write monthly checks to satisfy their obligation.

What do I need to know?

- To get Medicare prescription drug coverage, beneficiaries must choose and join a Medicare Prescription Drug Plan
- Depending on their situation, there are several different time periods when beneficiaries can join a plan
- If they join, their costs will vary depending on which plan they choose
- Many people with limited income and resources will get extra help paying for their prescription drug coverage
- People with the lowest incomes and resources will get the most help

Section 4: Delivery Service & Packaging Options

Delivery of Medications and Supplies

Your prescriber will provide RCCA with a prescription for your medication. Our pharmacy will prepare your medications specifically for you. Once prepared, your medication will arrive FedEx.

Your Patient Support Specialist will call you 3 days to 7 days before your next refill. Please contact your Patient Support Specialist if you need a refill of your medication and you have not received a call from the pharmacy. You can schedule a delivery time that is convenient for you and discuss exactly which medications will be sent.

We never want to interrupt your therapy. If you are running low on medication, call us.

Your medication will be delivered to you in individual dose units or multi-dose vials. Please read and follow all label directions carefully. Make sure the label contains the correct patient name, dose and date.

Delivery Services

RCCA knows that getting your drug on time is important. Here is an overview of how our delivery process works.

Shipping

- Our normal shipping schedule is Monday through Friday. Some shipments may arrive on Saturday.
- Medications are shipped in containers with packaging guaranteed to keep the drug at the required storage temperatures for 48 or more hours. Temperature-sensitive medications will be delivered to you at a time agreed upon in advance with instructions for immediate storage at your home.
- Refrigerated or frozen medications will have warning stickers on the containers.
- If you have any concerns about the storage temperature of your medications upon arrival at your home, contact the pharmacy at the phone number provided in this packet.
- We check the shipping address for each package to make sure we have your current address. Please inform us of any change in delivery location or address during the course of your therapy to ensure accurate and timely delivery

Change of Address

Please let your designated Patient Support Specialist or our delivery coordinator know if you change your address, phone number, or delivery preference.

Package Receipt

You or someone you designate will need to sign for your delivery if required by your insurance provider, manufacturer, or there is a high cost for the medication (unless waived by patient). This can be accomplished in one of 2 ways:

- 1) Accepting and signing for the package at the time of delivery with the courier. If no one will be available, call us to arrange a different time or location.
- 2) Can be delivered to a certified FED-EX pick-up location where you will have to accept and sign for the package.

Remote Area Deliveries

In remote areas, Saturday delivery may not be available. Please check your delivery time with your designated Patient Support Specialist or delivery coordinator when discussing and arranging your medication delivery. We can arrange a different delivery time or place, if necessary.

Late or Missing Deliveries

If you do not receive a package when scheduled, please call RCCA as soon as possible at 844-683-6443. Please call us as soon as possible to avoid missing a dose of your medication.

Handling Delivery Problems

If you have a problem with your delivery, please follow these guidelines. If you have a delivery problem not listed below, please contact RCCA pharmacy at 844-683-6443 immediately.

- **Damaged Goods:** Call RCCA pharmacy immediately. We will replace any damaged items immediately.
- **Incomplete Delivery:** Make a list of the missing items and call RCCA pharmacy.

Medication Returns—see Section 13: Returned Goods Policy

If you have medications left after you have completed your treatment, please call the pharmacy for further direction.

Section 5: Plan of Care, Treatment, and Services

Our goal-oriented plan of care is customized to meet your needs. We involve you, your caregiver or designee, key professionals and other staff members in developing your individualized plan for care, treatment and services. Your plan is based upon identified problems, needs and goals, prescriber orders for medications, treatments and care, your environment, and your personal wishes whenever possible. The plan is designed to increase your ability to care for yourself.

Your plan includes but is not limited to the following:

- Complete patient assessment by experienced healthcare clinicians prior to treatment
- Treatment goals and plan of care for optimal clinical outcomes
- Routine patient monitoring with feedback to the attending prescriber
- Prompt, professional delivery of medication and supplies

The plan is reviewed and updated as needed, based on your changing needs. We encourage participation from you, your caregiver, or family member in the planning and revision of your medical treatment and plan of care. Therefore, please keep us informed of your status or any changes in your therapy.

On admission and at discharge, you and your representative will create a list of your current medications (including any over-the-counter medications, herbal remedies and vitamins). We will compare this list to the medications ordered by your prescriber. Our staff will continue to compare the list to the medications that are ordered, administered or dispensed to you while under our care. This will be done to resolve any discrepancies (such as omissions, duplications, contraindications, unclear information, potential interactions and changes).

You have the right to refuse any medication or treatment procedure; however, such refusal may require us to obtain a written statement releasing the agency from all responsibility resulting from such action. Should this happen, we would encourage you to discuss the matter with your prescriber for advice and guidance.

We fully recognize your right to dignity and individuality, including privacy in your treatment and in the care of your personal needs.

We do not participate in any experimental research connected with patient care except under the direction of your prescriber and with your written consent.

Disclosure of Medical Clinical Records

Your medical record is maintained by our staff to document prescriber orders, assessments, progress notes and treatments. Your records are kept strictly confidential by our staff and are protected against loss, destruction, tampering or unauthorized use. Our Notice of Privacy Practices describes how your protected health information may be used by us or disclosed to others, as well as how you may have access to this information.

Discharge, Transfer, and Referral

Discharge, transfer or referral from this organization may result from several types of situations including the following:

- You move outside of our geographical service area
- Treatment goals are achieved
- The level of care you need changes
- Change in insurance or insurance coverage
- Agency resources are no longer adequate to meet your needs
- Situations may develop affecting your welfare or the safety of our staff
- Failure to follow the attending prescriber's orders
- Your prescriber discontinues the order for care
- You decline the care or request to discontinue care
- Nonpayment of charges
- Failure to meet Medicare and other insurance coverage guidelines

You will be given advance notice of a transfer to another agency or discharge, except in case of emergency. If you are referred, transferred or discharged to another organization, we will provide them with a list of your current medications and information necessary for your continued care, including pain management. All transfers or discharges will be documented in the patient chart. When a discharge occurs, an assessment will be done. You will receive an updated list of your current medications along with any instructions needed for ongoing care or treatment. We will coordinate your referral to available community resources as needed.

Section 6: Storage and Handling of Medications and Solutions

It is very important to store medications as directed on their labels. Check each item for storage requirements. Follow these steps for safe storage and handling of your medications and solutions:

- Set aside a separate area in your home for storing your medication.
- The area must not freeze and should remain at room temperature
- Store medication where there is no possibility of getting wet
- Store medications in a designated space away from other items, out of the reach of children and pets
- Some of your medications may need refrigeration. If so, store them in a separate area in your refrigerator
- If available, use a thermometer to check the temperature of the refrigerator
- All medications should remain in the original packaging until used
- **NOTE:** During Summer months, room temperature products may ship with an ice pack at the bottom to keep the medication from becoming too hot. You can discard the ice pack.
- **NOTE:** For refrigerated products, it is useful to save the foam boxes and ice packs in case you lose electrical power. Keep ice packs frozen

Appropriate Temperatures

- Room Temperature: 59°F - 86°F or 15°C - 30°C
- Refrigerated Temperature: 36°F - 46°F or 2°C - 8°C
- Frozen Temperature: -4°F - 15°F or -10°C - -20°C

Remember, do not use the medication if:

- Any visible signs of contamination or discoloration
- The label on the bottle or package does not have your name on it
- The label on the bottle or package has a different drug or dose

PAY ATTENTION TO THE EXPIRATION DATE ON YOUR MEDICATION LABELS MAKE SURE YOU USE ALL MEDICATION ON A FIRST-IN, FIRST-OUT BASIS

Section 7: General and Medical Waste

General Patient Waste

Most drugs can be thrown in the household trash, but you should take certain precautions before disposing of them. You may access <https://www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines> or take advantage of community take-back programs that allow the public to bring unused drugs to a central location for proper disposal for your state.

NJ: <https://www.njconsumeraffairs.gov/meddrop/pages/locations.aspx#:~:text=With%20New%20Jersey's%20Project%20Medicine,at%20risk%20of%20abusing%20them>

CT: <https://portal.ct.gov/DEEP/Waste-Management-and-Disposal/Medicine-Collections/Medicine-Collections#:~:text=Put%20them%20in%20the%20trash,by%20an%20organization%20or%20government>

MD: https://mde.maryland.gov/PublicHealth/Pages/drug_disposal.aspx

FL: <https://edis.ifas.ufl.edu/publication/SS680>

PA: https://www.ddap.pa.gov/Prevention/Pages/Drug_take_back.aspx

NY: <https://www.dec.ny.gov/chemical/67720.html>

Contact the pharmacist at any time if you have a question regarding disposal/storage of your medications.

Section 8: Patient Satisfaction

At RCCA you are very important to us. If something is unclear to you regarding your care or our services, please ask questions. At intervals we will be sending you a Patient Satisfaction Survey. Your answers help us to improve the service we provide and ensure we meet your expectations and needs.

Please make sure you complete and return the Patient Satisfaction Survey, which may be mailed or emailed to you, included in your medication shipment, or taken verbally.

Customer Service Compliments

We at RCCA welcome you, your caregiver, and your family members to contact us when you have compliments. All compliments will be communicated with the staff that directly provides your care. Should you have a concern or complaint, please be assured that this matter will be handled in a timely and confidential manner.

To prevent problems, the best tool is open communication with your direct care givers and other clinic staff.

Develop and maintain good relationships with the nurses, pharmacists and others who are providing you with services. Do not hesitate to ask questions.

Bring issues to the attention of the staff as soon as they arise.

Section 9: Complaints & Grievances

You or a family member may lodge a complaint or grievance without concern for reprisal, discrimination, or unreasonable interruption of service.

- A.** The Pharmacy is available to facilitate receipt of patient complaints or grievances and shall handle patient comments as follows:
1. The patient may call, write or present in person a complaint or grievance to the pharmacy utilizing the information on the accompanying location sheet. Most complaints and grievances can be resolved at the local pharmacy level.
 2. Within 5 calendar days of receiving your complaint, we will notify you by telephone, email, fax, or written letter that we have received your complaint. You will receive the results of our investigation in writing within 14 calendar days.
 3. You may also contact the State Board of Pharmacy in the state you reside to report a complaint by accessing the appropriate state board phone number through the National Association of Boards of Pharmacy (NABP) website: <https://nabp.pharmacy/boards-of-pharmacy/> and selecting appropriate state.
 4. You may also contact the accreditation organization(s) who will document and investigate all complaints and allegations received against the currently accredited pharmacy location. To contact the accreditation organization, refer to the accompanying pharmacy location sheet for accrediting body contact information.
- B.** Patient or representative may prefer to bring a complaint or grievance directly to the Corporate Office for resolution.
1. A patient may call, write or present in person to the RCCA Corporate office with a complaint or grievance.
 2. All compliments, concerns, or complaints can be submitted in writing to the RCCA Specialty Pharmacy Compliance Officer at 25 Main street suite 601, Hackensack, NJ 07601. You may also call the ethics and compliance hotline at (855) 450-0005; visit <http://www.lighthouse-services.com/regionalcancercare>; or email Reports@lighthouse-services.com.

Section 10: Infection Control Guidelines

Stay clean and use good hygiene to help stop the spread of infection. Items used in healthcare, such as bandages or gloves, can spread infection and harm the environment. They can harm trash handlers, family members and others who touch them if they are not disposed of properly. Be careful when you handle them.

Some illnesses and treatments (such as chemotherapy, dialysis, AIDS, diabetes, and burns) can make people more at risk for infection. Your nurse will tell you how to use protective clothing (such as gowns or gloves) if you need it. Please tell your doctor or a homecare staff member if you notice any of the following signs and symptoms of infection:

- Pain, tenderness, redness or swelling
- Inflamed skin, rash, sores or ulcers
- Pain when urinating
- Confusion
- Nausea, vomiting or diarrhea
- Fever or chills
- Sore throat or cough
- Increased tiredness or weakness
- Green or yellow pus

Wash Your Hands

Wash your hands frequently and correctly, even if you wear gloves. It is the single most important step in controlling the spread of infection.

Always wash hands before:

- Tending to a sick person
- Treating a cut or wound
- Touching or eating food

Always wash hands after:

- Tending to a sick person
- Treating a cut or wound
- Using the bathroom
- Touching animals or their waste
- Touching garbage
- Changing diapers
- Coughing, sneezing or blowing your nose

If you have visibly dirty hands, or they are contaminated or soiled in any way, wash them with soap (liquid soap is best) and warm running water. Remove jewelry, apply soap, wet your hands and rub them together for at least 20 seconds. Wash all surfaces, including wrists, palms, back of your hands, between fingers, and under nails. Rinse off the soap and dry your hands with a clean towel that has not been shared. If one is not available, air-dry your hands. Use a towel to turn off the faucet. If you used paper towels, throw them in the trash. To avoid dry or chapped hands, pat them dry and use lotion after washing.

If you do not have visibly dirty hands, use an alcohol-based hand rub to clean them. Use a rub with 60 to 90% ethyl or isopropyl alcohol. Open the cap or spout and apply a dime-sized amount (or the amount recommended on the label) in one palm, then rub hands vigorously, covering all surfaces of the hands and fingers, until they are dry.

Cover Your Cough

Cover your mouth and nose with a tissue when you cough or sneeze. If you do not have a tissue, cover your mouth with your upper sleeve, not your hands. Throw your used tissue in the trash. You may be asked to wear a mask to protect others.

Disposable Items and Equipment

Some items that are not sharp: paper cups, tissues, dressings, bandages, plastic equipment, catheters, diapers, Chux, plastic tubing, gloves, etc. Store these in a clean, dry area. Throw away used items in waterproof (plastic) bags. Fasten the bags securely and throw them in the trash.

Non-Disposable Items and Equipment

Some items that are not thrown away: dirty laundry, dishes, thermometers, toilets, walkers, wheelchairs, bath seats, suction machines, oxygen equipment, mattresses, etc. Wash dirty laundry separately in hot, soapy water. Handle it as little as possible so you don't spread germs. If the patient has a virus, add a mix of 1 part bleach and 10 parts water to the load. Clean equipment as soon as you use it. Wash small items (not thermometers) in hot, soapy water, then rinse and dry them with clean towels. Wipe thermometers with alcohol before and after each use. Store them in a clean, dry place. Wipe off equipment with a normal disinfectant or bleach mix. Follow the cleaning instructions that came with the item and ask your nurse or therapist if you have questions. Clean their containers with hot, soapy water, then rinse them with boiling water and let them dry.

Body Fluid Spills

Patients and family members who care for patients receiving home intravenous therapies should be careful when handling blood and body fluids. Examples of body fluids are:

- Saliva
- Semen
- Sputum
- Vomit
- Blood
- Mucus
- Stool
- Urine
- Vaginal secretions
- Blood specimens
- Draining skin lesions
- Wound drainage

Put on gloves and wipe the fluid with paper towels. Use a solution of 1 part bleach to 10 parts water to wipe the area again. Double bag used paper towels and throw them in the trash.

Chemotherapy Spills

Patients receiving certain kinds of medications will receive a Chemo Spill Kit for use in clean-up of any spills associated with those medications. It is important to carefully follow the directions contained in this spill kit. Please notify one of our professional staff members of any chemotherapy spills as soon as they occur for further instructions.

Preparing Your Work Area

Germs can be found in all areas of your home. Germs can also be found in the air and on your skin, especially your hands. Most of the germs that live in the air or on your skin will not hurt you. Some germs, if allowed to enter the bloodstream, could cause an infection or serious illness. A few ways a germ could enter your bloodstream include a cut or opening in the skin, your IV catheter exit site and the opening at the end of your IV catheter. It is important to use only sterile supplies when touching these openings and caring for your IV catheter.

All supplies used for your home therapy should be in sealed packages to prevent contamination. Needles and the end of the tubing will have protective covers which will keep them sterile when handling your supplies.

Section 11: Emergency Preparedness, Safety, and Travel

Emergency Preparedness Plan

In the case of inclement weather, our managers will monitor weather forecasts and plan accordingly. Every effort will be made to ensure that you have adequate medication, supplies and nursing care prior to snow, ice, flooding or other weather-related events. RCCA has an emergency plan to continue all necessary services in the event of environmental disaster, emergency or weather-related event. Every possible effort will be made to ensure that your medical needs are met, on a prioritized basis.

In the event of an emergency/disaster and you have not been contacted, call the pharmacy number located on the contact sheet contained in the folder along with this booklet. If no one is available, calls will be automatically sent to an answering service, and the appropriate clinician will be contacted.

Please take time to review the following for more information on emergency preparedness/disaster planning:

- If you are unable to reach our clinical staff and you need medical care, you should call 9-1-1 or proceed to the nearest medical facility
- If you are safe and not in need of medical care, please keep updated on current conditions with local radio and/ or TV stations
- If you evacuate to another location, hospital or emergency shelter, please notify our office when you are able
- If possible, have an emergency generator available. Follow the manufacturer's instructions for testing and usage
- If you need replacement medication/supplies, contact the pharmacy. Our staff will obtain the necessary prescription(s) and overrides. Emergency deliveries can be made to an alternate address.

Power Outage

If you need help in a power outage and our phone lines are down:

- Call 9-1-1 or go to the emergency room if you have an emergency
- Call your closest relative or neighbor if it is not an emergency

Lightning

If you are inside:

- Avoid tubs, faucets and sinks because metal pipes conduct electricity
- Stay away from windows
- Avoid using phones with cords except in emergencies

If you are outside:

- Avoid natural lightning rods such as tall trees in open areas
- Stay away from anything metal

Flood

Be aware of flood hazards, especially if you live in a low-lying area, near water or downstream from a dam. Flooding can take days to happen, but flash floods produce raging waters in minutes. Six inches of moving water can knock you off your feet. Avoid moving water if you must walk in a flooded area. Use a stick to test if the ground is firm enough to walk on. Be ready to evacuate if a flood watch is issued. Move important items upstairs. Fill a clean bathtub with water in case water becomes contaminated or is shut off. Turn off your utilities at the main valves if you are instructed to do so. Do not touch electrical equipment if you are wet or standing in water.

Tornado

As soon as a tornado is sighted, go to the lowest floor and find an interior room. Good shelters are basements, rooms and halls with no outside walls, bathtubs and spaces under stairs. Many public buildings have designated shelter areas. Stay away from windows, doors and outside walls. Get under a sturdy item, such as a table, and protect your head. Stay until the danger passes. If the patient is bedbound, move the bed as far from the windows as you can. Use heavy blankets or pillows to protect the head and face. If you are in a vehicle, trailer or mobile home, get out immediately and go to a sturdy structure. If there is not one close by, lie flat in the nearest ditch and cover your head. Do not try to out-drive a tornado. They are erratic and move swiftly.

Hot Weather

There is a higher risk for heat-related illness in the summer.

When it is hot out:

- Never leave anyone sitting in a closed, parked car
- Drink lots of water even if you are not thirsty. Avoid alcohol and caffeine
- Eat small, frequent meals
- Stay inside and out of the sun. Stay on the lowest floor, pulling shades over the windows and use fans if you do not have air conditioning
- Mist or sponge yourself frequently with cool water
- Use sunscreen
- Wear hats and clothes that are loose and lightweight. Clothes with light colors will deflect the sun's energy
- Talk to your doctor about how sun and heat exposure will affect you if you take drugs such as diuretics or antihistamines
- Move to a cool place at the first sign of heat illness (dizziness, nausea, headache, cramps). Rest and slowly drink a cool beverage. Seek medical attention immediately if you do not feel better

Winter Storm

Heavy snowfall and extreme cold can immobilize a region, resulting in isolation. Icy and/or blocked roads and downed power lines can happen any time it is cold or snowy. Wear layers of loose, lightweight, warm clothes, rather than one heavy layer. Wear hats and outer layers that are tightly woven and water repellent. Mittens will keep your hands warmer than gloves.

Emergency Kit for the Home

Bad weather can be dangerous, so be prepared.

Keep a kit with these items in case you have a weather emergency:

- Battery-powered radio
- Lamps and flashlights
- Extra batteries
- Food you don't have to cook
- Manual can opener
- Utensils, cups and plates
- Medications
- Extra blankets
- Water in clean milk or soda bottles
- Rock salt or sand for walkways
- Extra fuel
- Shelter Supplies

The following is a list of what to bring to a shelter during an evacuation:

- Two-week supply of medications
- Medical supplies and oxygen
- Wheelchair, walker, cane, etc
- Specialty dietary foods/can opener
- Air mattress/cot and bedding
- Lightweight folding chair
- Extra clothing, hygiene items, glasses
- Important papers
- Valid ID with current name and address
- Home care folder

Most shelters have electric power from a generator. If you evacuate to a shelter, bring your electrical devices (such as an oxygen concentrator).

Emergency Preparedness and Pets

When disaster strikes, the same rules that apply to people apply to pets – if it is not safe for you, it is not safe for them. Planning can make all the difference in whether your pet will survive a disaster.

ID your pet: Consider having your pet micro-chipped. Make sure your pet is wearing a securely-fastened collar with up-to-date identification. Put your cell phone number on your pet's tag. Birds should be caged with identification attached to the cage.

Put together a disaster kit for your pet: Food and water for at least five days for each pet, bowls, manual can opener, medications and medical records including vaccination schedules, leashes, harnesses and carriers, cat litter box, litter and scoop, paper towels and garbage bags to collect your pet's waste, current photos of you with your pets to help others identify them in case you and your pets become separated, written information about feeding schedules, medical conditions and behavior issues. Plan to take your pets with you in an evacuation. If it is not safe for you to stay, it is not safe for them either.

Find a pet-friendly refuge ahead of time: With the exception of service animals, pets usually are not allowed in public shelters. Make sure you know the hotels that will accept you and your pets in an emergency and prepare a list with phone numbers. Call ahead for reservations if you know you may need to evacuate.

Ask if no-pet policies could be waived in an emergency. Identify friends, boarding facilities, animal shelters or veterinarians that can care for your animals in an emergency. Although your animals may be more comfortable together, be prepared to house them separately.

Home Safety

All patients need to take special precautions to ensure a safe living environment. Most accidents in the home can be prevented by eliminating hazards. This list will help you find potential hazards in your home. Take note of each statement that you need to work on to make your home a safer place. Please speak with your nurse/ therapist or call the agency at any time if you have any concerns or questions about patient safety.

Preventing Falls

At least half of all falls happen at home. Each year, thousands of older Americans experience falls that result in serious injuries, disability and even death. Falls are often due to hazards that are easily overlooked but easy to fix. Review the list of risk factors below that could apply to you and your home. The more factors that apply to you, the higher your risk for falling.

Risk Factor Self Assessment:

- History of Falling – 2 or more falls in the last 6 months
- Vision Loss – changes in ability to detect and discriminate objects; decline in depth perception; decreased ability to recover from a sudden exposure to bright light or glare
- Hearing Loss – may not be as quickly aware of a potentially hazardous situation
- Foot Pain / Shoe Problems – foot pain; decreased sensation/feeling; skin breakdown; ill-fitting or badly worn footwear
- Medications – taking four or more medications; single or multiple medications that may cause drowsiness, dizziness or low blood pressure
- Balance and Gait Problems – decline in balance; decline in speed of walking; weakness in lower extremities
- High or Low Blood Pressure – may cause unsteadiness
- Hazards Inside Your Home – tripping and slipping hazards; poor lighting; bathroom safety; spills; stairs; reaching; pets that get under foot
- Hazards Outside Your Home – uneven walkways, poor lighting, gravel or debris on sidewalks; no handrails; pets that get under foot; hazardous materials (snow, ice, water, oil) that need periodic removal and clean up

Review each of the following safety tips and note the ones you need to work on:

- Keep emergency numbers in large print near each phone
- Put a phone near the floor in case you fall and can't get up
- Wear shoes that give good support and have thin, non-slip soles. Avoid wearing slippers and athletic shoes with deep treads
- Remove things you can trip over (such as papers, books, clothes and shoes) from stairs and places where you walk
- Keep outside walks and steps clear of snow and ice in the winter
- Remove small throw rugs or use double-sided tape to keep them from slipping
- Ask someone to move any furniture so your path around the house is clear
- Clean up spills immediately
- Be aware of where your pets are at all times
- Do not walk over or around cords or wires (i.e.: cords from lamps, extension cords, or telephone cords). Coil or tape cords and wires next to the wall so you can't trip over them. Have an electrician add more outlets if needed
- Keep items used often within easy reach (about waist high) in cabinets
- Use a steady step stool with a hand bar. Never use a chair as a step stool
- Improve the lighting in your home. Replace bulbs as needed. Lamp shades or frosted bulbs can reduce glare
- Make sure stairways, halls, entrances and outside steps are well lit. Have a light switch at the top and bottom of the stairs

- Place a lamp, flashlight and extra batteries within easy reach of your bed
- Place night lights in the bathrooms, halls and passageways so you can see where you're walking at night
- Make sure the carpet is firmly attached to every step. If not, remove the carpet and attach non-slip rubber treads on the stairs. Paint a contrasting color on the top front edge of all steps so you can see the stairs better
- Fix loose handrails/put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs
- Fix loose or uneven steps
- Install grab bars next to your toilet and in the tub or shower
- Use non-slip mats in the bathtub and on shower floors
- Use an elevated toilet seat and/or shower stool, if needed
- Exercise regularly. Exercise makes you stronger and improves your balance and coordination. Talk to your doctor about what exercise is right for you
- Have your nurse, doctor or pharmacist look at all the medicines you take, even over-the-counter medicines. Some medicines can make you sleepy or dizzy
- Have your vision checked at least once a year by an eye doctor. Poor vision can increase your risk of falling
- Get up slowly after you sit or lie down
- Use a cane or assistive device for extra stability, if needed
- Consider wearing an alarm device that will bring help in case you fall and can't get up

Fire Safety/Burn Precautions

- Make sure the patient has easy access to a telephone and post the fire department number on every telephone. All family members and caregivers should be familiar with emergency 9-1-1 procedures
- Notify the fire department if a disabled person is in the home
- Do not smoke (including e-cigarettes) in bed or where oxygen is being used. Never leave burning cigarettes unattended
- Do not empty smoldering ashes in a trash can. Keep ashtrays away from upholstered furniture and curtains
- Install smoke detectors on every floor of your home, including the basement. Place smoke detectors near rooms where people sleep. Test smoke detectors every month to make sure they are working properly
- Install new smoke detector batteries twice a year or when you change your clocks in the spring and fall
- Fire extinguishers should be checked frequently for stability
- Make a family fire escape plan and practice it every six months. Plan at least two different escape routes from each room for each family member. If your exit is through a ground floor window, make sure it opens easily
- If you live in an apartment building, know where the exit stairs are located. Do not use an elevator during a fire emergency
- Designate a safe place in front of the house or apartment building for family members to meet after escaping a fire
- If your fire escape is cut off, remain calm, close the door and seal cracks to hold back smoke. Signal for help at the window
- Evacuate a bedbound patient to a safe area by placing him or her on a sturdy blanket and pulling or dragging the patient out of the home

- Avoid excess clutter of newspapers, magazines, clothing, etc. These piles can become a fuel source for potential fires
- Remember, life safety is first, but if the fire is contained and small, you may be able to use your fire extinguisher until the fire department arrives
- Have your heating system checked and cleaned regularly by someone qualified to do maintenance
- Wood-burning stoves should be properly installed. The chimney should be inspected and cleaned by a professional chimney sweep. Trash should not be burned in the stove because it could overheat. Gasoline or other flammable liquids should never be used to start wood stove fires
- Keep portable electric or kerosene heaters out of high-traffic areas. Operate them on the floor at least three feet from upholstered furniture, drapes, bedding and other combustible materials, and turn them off when family members leave the house or go to sleep. Use kerosene heaters only in well-ventilated rooms. Store kerosene outside in a tightly sealed, labeled container
- Make sure electrical appliances and cords are clean, in good condition and not exposed to liquids
- Electrical outlets should be grounded and outlets with several plugs should not be used
- Keep cooking areas free of flammable objects (potholders, towels, etc.)
- Keep storage area above the stove free of flammable/combustible items
- Wear short or tight sleeves while cooking; don't reach over stove burner
- Do not leave the stove unattended when cooking, especially when the burner is turned to a high setting
- Turn pan handles away from burners and the edge of the stove
- Avoid cooking on high heat with oils and fat
- Puncture plastic wrap before heating foods in the microwave
- Never place hot liquids/solids at the edge of the counter
- Place layered protection between skin and heating pad
- Keep electrical appliances away from the bathtub or shower area
- Never leave patient alone in the shower/tub
- Set water heater thermostat below 120°F to prevent accidental scalding
- Store flammable liquids in properly labeled, tightly closed, non-glass containers. Store away from heaters, furnaces, water heaters, ranges and other gas appliances. Make sure the garage is adequately ventilated

Medication Safety

- Do not take medications that are prescribed for someone else
- Create a complete list of current medications (including prescription and over-the-counter medications, herbal remedies and vitamins), and keep this list with you at all times in the event of emergency situations. Review the list for discrepancies and make changes immediately as they occur. Show the list to your doctor or pharmacist to keep from combining drugs inappropriately
- Know the name of each of your medications, why you take it, how to take it, potential side effects and what foods or other things to avoid while taking it
- Report medication allergies or side effects to your healthcare provider
- Take medications exactly as instructed. If the medication looks different than you expected, ask your healthcare provider or pharmacist about it
- Drug names can look alike or sound alike. To avoid errors, check with your healthcare provider if you have questions

- Do not use alcohol when you are taking medicine
- Do not stop or change medicines without your doctor's approval, even if you are feeling better. If you miss a dose, do not double the next dose later
- Use a chart or container system (washed egg carton or med-planner) to help you remember what kind, how much, and when to take medicine
- Take your medicine with a light on so you can read the label
- Read medicine labels (including warnings) carefully and keep medicines in their original containers
- Store medications safely in a cool, dry place according to instructions on the label of the medication
- Keep medicines away from children and confused adults
- Federal disposal guidelines for medications: Follow any specific disposal instructions on the prescription drug labeling or patient information insert. Do not flush medications down the sink or toilet unless this information specifically instructs you to do so. If your community has a pharmaceutical take-back program, take your unused drugs to them for proper disposal. If no such program is available, remove drugs from their original containers and mark out any identifying information on the original containers. Mix the drugs with an undesirable substance like coffee grounds or kitty litter. Place the mixture in a sealed bag, empty can or other container and place it and the empty, original containers in the trash

Hazardous Items and Poisons

- Know how to contact your poison control
- Carefully store hazardous items in their original containers
- Do not mix products that contain chlorine or bleach with other chemicals
- Purchase insecticides for immediate need only and store excess properly
- Keep hazardous items, cleaners and chemicals out of reach of children and confused or impaired adults
- Dispose of hazardous items and poisons only as directed

Medical Equipment Safety

- Keep manufacturer's instructions with or near specialized medical equipment. Perform routine and preventative maintenance according to the instructions
- Keep phone numbers available in the home to obtain service in case of equipment problems or equipment failure
- Have back up equipment available, if indicated
- Provide adequate electrical power for medical equipment such as ventilators, oxygen concentrators or other equipment
- Test equipment alarms periodically to make sure that you can hear them
- Have equipment batteries checked regularly by a qualified service person
- Have bedside rails properly installed and use only when necessary. Do not use bed rails as a substitute for physical protective restraint
- If bed rails are split, remove or leave the foot end down so the patient is not trapped between the rails
- The mattress must fit the bed. Add stuffers in gaps between the rail and mattress or between the head and foot board and mattress to reduce gaps
- Register with your local utility company if you have electrically powered equipment such as oxygen or ventilator

Oxygen Safety

- Use oxygen only as directed. Oxygen creates a high risk for fire because it causes an acceleration of flame in the presence of flammable substances and open flames
- Do not smoke around oxygen. Post “No Smoking” signs inside and outside the home
- Store oxygen cylinders away from heat and direct sunlight. Do not allow oxygen to freeze or overheat
- Keep oil/petroleum products (such as Vaseline®, oily lotions, face creams or hair dressings), grease and flammable materials away from your oxygen system. Avoid using aerosols (such as a room deodorizers) near oxygen
- Dust the oxygen cylinder with a cotton cloth and avoid draping or covering the system with any material
- Keep open flames (such as gas stoves and candles) at least 10 feet away from the oxygen source
- Always keep at least 6 inches of clearance around an oxygen concentrator. Plug it directly into a wall outlet and limit the use of extension cords
- Have electrical equipment properly grounded and avoid operating electrical appliances such as razors and hairdryers while using oxygen. Keep any electrical equipment (including e-cigarettes) that may spark at least 10 feet from the oxygen system
- Use 100% cotton bed linens and clothing to prevent sparks and static electricity
- Place oxygen cylinders in an appropriate stand to prevent tipping or secured to the wall or placed on their side on the floor
- Store in a well-ventilated area and not under outside porches or decks or in the trunk of a car
- Have a backup portable oxygen cylinder in case of a power or oxygen concentrator failure
- Alert property management of oxygen use when living in a multi-dwelling residence

Patient Travel Assistance

One of the benefits of home infusion therapy is the increased mobility and freedom you gain as a patient. This includes the ability to travel away from home, either on business or for a vacation. If you are traveling away from your home, our company can help in arranging for your medical needs. We can arrange services on your behalf with a healthcare company at your destination. Please allow a minimum of two weeks advance notification prior to your departure date so that we can make appropriate arrangements. Early planning and careful preparation are the keys to a safe and enjoyable trip. We encourage you to be actively involved in your travel arrangements. Thank you for your cooperation in this matter and for helping us to help you.

Section 12: Returned Goods Policy

RCCA policies and governing state law prohibits the restocking and subsequent reselling of any returned goods to include specialty drugs, ancillary medicines, and supplies. At RCCA, we carefully follow your prescription for specialty medications. In most cases you will be unable to return or exchange your medications and supplies once they have been delivered to you unless the medication is recalled or defective in some way. You will be notified by us if your medication is recalled. You will be given instructions on what to do. Please be sure to keep us informed about the exact amount of medication and supplies that you have on hand when you are scheduling your next refill/delivery. In addition, we are unable to give you credit for medications that go unused. It is critical that you communicate continuously with us and follow the medication regimen designed and prescribed for you by your prescriber to maximize effectiveness and minimize waste. Credit will be applied to your account only if: a shipment was made without the customer's authorization or order; incorrect items were shipped; or if defective items were shipped.

The practice of reselling returned medical goods is illegal in most states. The U.S. Food and Drug Administration (FDA) "generally discourages the reuse of drugs that leave the control of the pharmacy." "A pharmacist should not return drug products to his stock once they have been out of his possession. It could be a dangerous practice for pharmacists to accept and return to stock the unused portions of prescriptions that are returned by patrons, because he would no longer have any assurance of the strength, quality, purity or identity of the articles."

Section 13: Important Phone Numbers and Community Resources

Police.....911

Ambulance.....911

Fire.....911

Local Hospital _____

Local Doctor _____

Local Pharmacy _____

Poison Control (800) 222-1222

RCCA.....(844) 683-6443

My Electric Company _____

My Phone Company _____

My Water Company _____

My Nursing Agency _____

Other Important Resources

American Red Cross.....(800) 733-2767

Elder Abuse (NCEA).....(800) 677-1116

Domestic Violence.....(800) 799-7233

FDA.....(800) 216-7331

NJ Relay.....www.njrelay.com

Center for Disease Control.....(800) 232-4636

Child Abuse..... (800) 422-4453

Alliance of Mental Health.....(800) 950-6264

Suicide Prevention.....(800) 273-8255

TTY..... (800) 852-7899

Medicare Prescription Drug Coverage & Your Rights

Enrollee's Name (optional): _____ Drug and Prescription Number (optional): _____

Your Medicare Rights

You **have the right to request a coverage determination** from your Medicare drug plan if you disagree with information provided by the pharmacy. You also **have the right to request a special type of coverage determination** called an "exception" if you believe:

- You need a drug that is not on your drug plan's list of covered drugs. The list of covered drugs is called a "formulary;"
- A coverage rule (such as prior authorization or a quantity limit) should not apply to you for medical reasons; or
- You need to take a non-preferred drug and you want the plan to cover the drug at a preferred drug price.

What You Need to Do

You or your prescriber can contact your Medicare drug plan to ask for a coverage determination by calling the plan's toll-free phone number on the back of your plan membership card, or by going to your plan's website. You or your prescriber can request an expedited (24 hour) decision if your health could be seriously harmed by waiting up to 72 hours for a decision. Be ready to tell your Medicare drug plan:

1. The name of the prescription drug that was not filled. Include the dose and strength, if known.
2. The name of the pharmacy that attempted to fill your prescription.
3. The date you attempted to fill your prescription.
4. If you ask for an exception, your prescriber will need to provide your drug plan with a statement explaining why you need the off-formulary or non-preferred drug or why a coverage rule should not apply to you.

Your Medicare drug plan will provide you with a written decision. If coverage is not approved, the plan's notice will explain why coverage was denied and how to request an appeal if you disagree with the plan's decision.

Refer to your plan materials or call 1-800-Medicare for more information.

PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection is 0938-0975. The time required to complete this information collection is estimated to average 1 minute per response, including the time to review instructions, search existing data resources, and gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard,

Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS does not discriminate in its programs and activities: To request this form in an accessible format (e.g., Braille, Large Print, Audio CD) contact your Medicare Drug Plan. If you need assistance contacting your plan, call: 1-800-MEDICARE.

La Cobertura de Medicare de las Recetas Médicas y Sus Derechos

Nombre del Beneficiario (opcional): _____

Número de Receta y de Medicamento (opcional): _____

Sus Derechos Si Tiene Medicare

Usted **tiene el derecho de solicitar una determinación de cobertura** de su plan Medicare de recetas médicas si está en desacuerdo con la información proporcionada por la farmacia. También **tiene el derecho de solicitar una determinación de cobertura especial conocida como “excepción”** si piensa que:

- Necesita un medicamento que no está en la lista de su plan. A la lista de medicamentos cubiertos se le conoce como “formulario”.
- Una regla de cobertura (como la autorización previa o un límite de cantidad) no debe aplicarse debido a su problema médico; o
- Necesita tomar un medicamento no preferido y usted quiere que su plan lo cubra al precio de un medicamento preferido.

Lo Qué Necesita Hacer

Usted o la persona que le ha recetado el medicamento pueden pedirle al plan una determinación de cobertura, llamando al número gratis que aparece en la parte de atrás de la tarjeta del plan, o visitando el sitio web del plan. Usted o su médico puede pedir una determinación acelerada (24 horas) si su salud pudiera estar en peligro si tiene que esperar 72 horas para obtener la respuesta. Usted tendrá que informarle al plan:

1. El nombre del medicamento que no pudo obtener, la dosis y concentración si lo sabe.
2. El nombre de la farmacia donde intentó obtener el medicamento.
3. La fecha en que intentó obtenerlo.
4. Si solicita una excepción, el médico que lo recetó tiene que enviarle a su plan una declaración explicándole el motivo por el cual usted necesita el medicamento que no está en el formulario, el medicamento no preferido o no se debe aplicar una regla de cobertura a usted.

Su plan Medicare de medicamentos recetados le comunicará su decisión por escrito. Si no aprueban la cobertura, la carta del plan le explicará el motivo y cómo apelar la decisión si no está de acuerdo.

Si desea más información, consulte los materiales del plan o llame al 1-800-MEDICARE.

Declaración Sobre la Ley para la Reducción de Trámites

De acuerdo con la Ley para la Reducción de Trámites de 1995 (PRA en inglés), las personas no están obligadas a responder una recopilación de información a menos que se exhiba un número de control de la oficina de Gerencia y Presupuesto (OMB en inglés) válido. El número de control OMB válido para esta recopilación de información es 0938-0972. El tiempo necesario para responder esta recopilación de información es de aproximadamente 1 minuto por respuesta, incluido el tiempo para revisar instrucciones, buscar fuentes de datos existentes, reunir los datos necesarios y completar y revisar la recopilación de información. Si tiene preguntas sobre la precisión de los tiempos estimados o sugerencias para mejorar este formulario, escriba a: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS no discrimina en sus programas y actividades. Para solicitar esta publicación en un formato alternativo, llame al 1-800-MEDICARE o envíe un correo electrónico a: AltFormat@cms.hhs.gov

Frequently Asked Questions

How Do I Contact the Pharmacy?

- Call us at the number on the provided location sheet. A pharmacist is available 24/7/365.
- Our business hours are listed on the location sheet as well.
- We are closed major holidays.
- Call 911 if you have a medical emergency.
- In case of an emergency/disaster, lost medication/supplies, or a need for your medication early/prior to travel, call the pharmacy immediately.
 - Requests can be made to your insurance company for emergency approvals.
 - Requests can be made to your prescriber for an emergency prescription.
 - Emergency deliveries can be made to an alternate address.
- Pharmacists are available for emergency and clinical situations (side effects, medication assistance, complaint resolution). Pharmacists can answer questions about order and copay status, claims, and benefit coverage.

How Do I Update My Prescription?

- Your prescriber can electronically prescribe or fax your prescription to the pharmacy listed on the location sheet
- If mailing a prescription, be sure to include:
 - First and last name
 - Address
 - Date of birth
 - Phone number
 - Known allergies
 - Other medications (including OTCs and herbals)
 - A list of diseases / conditions according to your doctor
- Your prescription may be filled with a generic equivalent or biosimilar based on state law, FDA equivalency rating and, company policy.
- An employee will let you know if we are unable to fill your prescription. Information on medication availability will be given upon request.

How Long Does It Take to Receive My Prescription?

- We will call you to plan deliveries.
- Once your prescription is ready, we ship via FedEx, UPS, or United States Postal Service as required for the stability of your medication.
- **NOTE:** Drug shipment containers use packaging that keeps the drug within the required temperature range during shipment for 48 hours or more. Packaging may include frozen ice packs in summer and unfrozen packs in the winter to control temperature changes.
- **NOTE:** For refrigerated products, it is useful to save the foam boxes and ice packs in case you lose electrical power. Keep ice packs frozen.
- An employee will let you know if your delivery will be delayed. Some reasons for delays are product availability, prior authorizations required, or a quantity limitation imposed by your insurance company. We will work with you and your doctor to get prior authorizations completed as quickly as possible. If your insurance company will not allow a quantity override due to unforeseen circumstances, we will help you determine the best way to get your medication.

How Do I Refill My Prescription?

- We will contact you one week before your refill is due. You may contact us at any time regarding your refill.
- Have your prescription number(s) nearby to place your order.
- Advise the pharmacy regarding any changes to your health insurance.
- Do not worry about ordering your refill too soon. We will hold your prescription until your insurance covers it.
- Tell us if your directions have changed. Tell us if your prescriber has advised any changes with your therapy
- If you need your prescription immediately, let us know so your order can be expedited.
- You may also opt in to receive a text message to remind you of your upcoming refill.

How Much Will My Prescription Cost?

- This depends on your insurance. Drug cost changes frequently. Once your claim is processed, we will provide you with your co-pay cost.
- We will help you identify co-pay assistance, patient assistant programs, or other support/charitable organizations if you cannot afford the cost of your medication.
- Call the Member Services phone number on your prescription card. They can let you know which specialty pharmacies are in or out of network and any price difference between in and out of network pharmacies.
- If you have Medicare Part D drug coverage, the cost of your prescription will change quite a bit depending on your plan benefit stage.

How Does the Insurance Billing Process Work?

- We will file claims with your insurance company on your behalf.
- We will call your insurance company to learn what is covered and any required paperwork. If a claim is denied, we will work to get it approved. This may require assistance of both you and your physician.
- If a member of the pharmacy team asks you to call your insurer, please complete this task as quickly as possible.

How Do I Know My Prescription Cost? How Do I Make A Payment?

- A service representative will help you plan your payment.
- Medical billing patients: We will let you know when your claim response is received and inform you of any balance due.
- We will provide you a patient statement to show the activity on your account upon request.
- Your insurer may also provide you with an Explanation of Benefits (EOB) report to describe which services were covered and how much was paid as well as the remaining balance.
- If you have any questions, please get in touch with a member of our pharmacy team.
- We accept all major credit cards, check, cash, or money orders. If mailing payment, please do not mail cash.
- You must give your consent to the amount paid, and the method of payment.

What Should I Do If My Insurance Changes?

- If you have a change in your insurance, please call our pharmacy as soon as you can to inform them of these changes.
- They will check your benefits and any resulting changes under your insurance plan.
- Many insurance companies need to give their approval in advance. This can take as long as 30 days. Please be sure to let our pharmacy know as soon as possible to avoid a delay in getting your medication.

How Can I Safely Dispose Of Medications?

- This website contains information about safely disposing of medication. You may also call the pharmacy for guidance:
<http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm>
- If your medication is not on this list, call the pharmacy for information.
- You will be notified by us if your medication is recalled. You will be given instructions on what to do.

What Is the Patient Management Program?

- The Patient Management Program is included at no cost to you. You are automatically enrolled. You may opt out at any time. Pharmacists will work with you on any medication related concerns or questions.
- The potential benefits of this program are:
 - Managing side effects
 - Improved overall health
 - Additional disease and medication information for you
 - Ensuring medications are taken as prescribed
 - Coordination of care with your physician.
- The potential limitations of this program are dependent on you, the patient. You must be willing to:
 - Follow the directions of your physician and pharmacist
 - Be compliant with taking your medication, and
 - Discuss the details of your disease, medical history and activities of daily life with your pharmacist.
- Please let your physician know that you are enrolled in our Patient Management Program. A good relationship between your physician and your pharmacist will benefit you.

What States Do You Service?

- RCCA is capable of servicing all 50 US States, Washington DC, Puerto Rico, and the US Virgin Islands.

What Are Your Complaints/Concerns and Comments Procedures?

- Any concerns, complaints, or comments will be handled with discretion and your confidentiality will be maintained.
- We want to provide you with good service, and your concerns, complaints, suggestions and compliments will help us provide you better service.
- Use the number on your location sheet and request to speak with a supervisor or pharmacist for concerns or complaints regarding services.
 - If a supervisor is not able to resolve your complaint, request to speak with the Pharmacist in Charge (PIC).
- You and your family will not be penalized, nor will your healthcare be adversely affected by filing a complaint or concern
- If you decide to file a formal complaint, please address the complaint letter to the Pharmacist in Charge, or note it during your call.
 - The Pharmacist in Charge will then:
 - Acknowledge receipt of your complaint within five (5) days
 - Investigate your complaint
 - Offer to meet with you to discuss the matter in more detail
 - Offer a full, written explanation within fourteen (14) days. If for any reason we are unable to obtain all the necessary information within that time, we will inform you of the reasons for delay
- Time Limits:
 - Made within 6 months of the event, or
 - Made within 6 months of the patient realizing they had a complaint or concern, as long it is not more than 12 months after the event.
- You may contact our accrediting organizations: URAC, via the website, <https://www.urac.org/complaint/> or ACHC at 855-937-2242 for any unresolved concerns.
- You may contact your state's Board of Pharmacy for any unresolved pharmacy concerns.

Welcome to RCCA Specialty Pharmacy!

Our primary focus is to help you achieve better health. Acting in concert with your medical team, we are here to provide the medication and support you need between regularly scheduled office visits. We understand managing care includes so much more than just receiving a shipment of medication each month. We are dedicated to building a relationship of trust, commitment, and quality. Thank you for choosing RCCA!

This packet includes important documents, pharmacy contact numbers, and other information relating to our pharmacy services and your rights as a patient. To access the full Patient Welcome Packet, please go to RCCA.com/pharmacy, and click on the 'New Patient Info' link. If you would like a full, printed copy, please contact the pharmacy referenced below.

Local Office:

Brier Hill Court, Building K2, East Brunswick, NJ 08816

Toll-Free: (844) 683-6443 | Fax: (732) 390-0350

Hours: Monday - Friday, 8am - 4:30pm EST

RCCA.com/pharmacy

On Call/After Hours Coverage:

Coverage is available 24 hours a day, 7 days a week through on-call staffing. Qualified personnel are on-call to accept customer calls, referrals for service, and to respond to your needs as necessary. In case of a medical emergency, go to the nearest hospital emergency room or call Emergency Medical Services (911).

Pharmacist-in-Charge

Joseph Savoly, PharmD

Director of Pharmacy Services

Thomas Ollis MS, RPh,

RCCA Corporate Office

Toll Free: 844-346-7222

RCCA.com/pharmacy

25 Main Street, Suite 601 Hackensack, NJ
07601



URAC Info: Phone Number: (202) 216-9010 | Address: 1220 L Street NW, Suite 400, Washington, DC 20005 | Website: www.urac.org

Accreditation Commission for Health Care (ACHC) Info: Phone Number: (855) 937-2242 | Fax Number: (919) 785-1214 | Website: www.achc.org | Address: 13 Weston Oaks Court, Cary, NC 27513