



Primary⁺Plus

Pharmacy

SPECIALTY WELCOME PACKET



TABLE OF CONTENTS

01

WELCOME LETTER

02

WHAT TO EXPECT

03

GETTING YOUR PRESCRIPTION

04

WHEN TO CONTACT US

05

PATIENT CARE PROGRAM

06

PAYMENT INFORMATION

07

FREQUENTLY ASKED
QUESTIONS

08

PATIENT RIGHTS AND
RESPONSIBILITIES

09

SAFE MEDICATION DISPOSAL

10

PATIENT SATISFACTION +
GRIEVANCE PROCESS

WELCOME



FIND US

PrimaryPlus Pharmacy

211 KY 59

Vanceburg, KY 41179

Telephone: 606.796.2686

Fax: 606.796.6010

Website: www.primaryplus.net

Email: specialty@primaryplus.net

Hours: 8:30a - 6:00p EST Mon-Thur

8:30a - 5:00p EST Friday

Closed 12-1 for lunch

Welcome to PrimaryPlus Pharmacy! We are happy to help you and your family with your specialty medication needs. Our program works with your doctor and insurance company to make sure you get great care.

Our team is trained to help make sure you have the medicine you need to manage your health.

This welcome packet will answer your questions about:

- How to get your prescription filled
- Our Patient Care Program
- Payment options

If you have any other questions, feel free to call us at **606.796.2686** or email us at **specialty@primaryplus.net**.

Thank you for choosing PrimaryPlus Pharmacy!

-Your PrimaryPlus Team

WHAT TO EXPECT

Personalized Care Just for You

Our team will talk with you about your treatment plan and goals, help you understand your medications, and work to improve your health.

Working with Your Doctors

We team up with your doctors and healthcare providers to make sure your treatment is working well and to help lower any costs when possible.

Ongoing Support

We will check in with you throughout your treatment, either through our Patient Care Program or in other ways. We know how important it is to get your medicine on time, and we'll do our best to make sure you get your refills quickly.

Helping with Costs

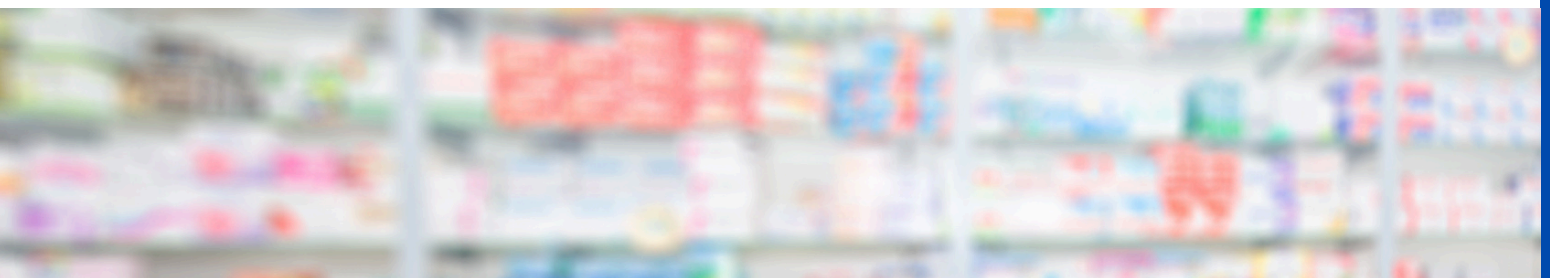
Specialty medications can be expensive, but we're here to help. We'll guide you through the healthcare system, explain your insurance benefits, and help you apply for financial assistance if you qualify.

Free Delivery

We offer free delivery to your home or workplace. Our team will contact you to set it up. Please note that we do not mail prescriptions.

24/7 Support

A PrimaryPlus provider is available anytime—day or night. If you have questions or concerns, call us at 606.796.2686 and follow the prompts.



GETTING YOUR PRESCRIPTION

FILLING A NEW PRESCRIPTION

Your doctor can send your new prescription in:

- Electronically
- Phone: 606.796.2686
- Fax: 606.796.6010
- Mailed to:
211 KY 59
Vanceburg, KY 41179

REFILLING A PRESCRIPTION

You can request a refill of your prescription by:

- Calling us at 606.796.2686 during our normal business hours
- Request through our app

TRANSFERRING PRESCRIPTIONS

Have the preferred pharmacy contact us at 606.796.2686 during normal business hours

MANAGING PRESCRIPTIONS ONLINE

Once you have filled your prescriptions with PrimaryPlus, you can register on the app.

Request refills on our website:
www.primaryplus.net

WHEN TO CONTACT

You can reach out to our team at any time. Please contact us if:

- You have questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- A change has occurred in your medication regimen
- Your contact information or delivery address has changed
- You need to reschedule your delivery
- Your insurance or payment information has changed
- You have less than 1 week of medication supply on-hand and have not heard from our staff

Note: If you are experiencing a life-threatening emergency, please call 911.

PATIENT CARE PROGRAM



PrimaryPlus Pharmacy Patient Care Program

PrimaryPlus Pharmacy has a Patient Care Program for patients who take specialty medications. Our team will work with you and your caregiver to help you get the best results from your treatment.

This program includes:

- A health check when you fill your first prescription
- Education and guidance from our pharmacist
- Help managing side effects
- Support to make sure you take your medication as prescribed
- Coordination with your healthcare providers
- Planning for your long-term care

Why Join Our Patient Care Program?

We believe this program can help you in many ways, including:

- A better understanding of your medication and how it works
- Fewer missed doses and better treatment results
- More knowledge about handling side effects
- Improved communication between your healthcare providers

This program is completely free, but it does require regular communication with our team. If you take a specialty medication for a long-term health condition, you will be enrolled automatically. If you choose not to participate, you can opt out by calling us at 606.796.2686.

PAYMENT INFORMATION

Insurance Coverage

We will send a claim to your insurance company on the day we fill your prescription. If the claim is denied, one of our pharmacy staff members will contact you to help fix the issue.

If your insurance considers our pharmacy "non-preferred," we will explain how that might affect your cost.

You may need to pay part of your medication cost, called a copayment. This could include your deductible or coinsurance.

Since drug prices change often, we can't give you the final cost until we process your prescription. The price may also depend on how much medication you receive at one time and whether you've met your deductible. For the most accurate pricing, contact your insurance provider using the Member Services number on your prescription card.

Cash Prices

If you'd like to know the cost of your medication without using insurance, call us during business hours at 606.796.2686, and a pharmacy staff member will help you.

Financial Assistance

We want to make sure cost does not stop you from getting medication. Our team can help you find ways to lower your costs, including co-pay cards, patient assistance programs, and support from local charities.

Payment Options

PrimaryPlus Pharmacies accept cash, checks, debit cards, major credit cards, and HSA/FSA cards.

FREQUENTLY ASKED QUESTIONS

Getting Your Medicine During an Emergency or Disaster

If you have any questions about your medicine, call our pharmacy. We will help make sure you get your medicine safely and on time so you don't miss a dose.

Prescription Questions

Our pharmacists are here to help during business hours. If you have questions about your medicine or other medication options, call 606.796.2686.

Getting Medicine from Another Pharmacy

If we don't have your medicine, we will help you get it from another pharmacy. We can transfer your prescription if allowed by law.

Medicine Recalls

If your medicine is recalled, we will try to contact you right away. We will follow instructions from the FDA or the drug maker. If you hear about a recall, stop taking the medicine and call us at 606.796.2686.

Side Effects or Bad Reactions

If you have a life-threatening reaction, call 911 right away. If it's not an emergency, call your doctor or PrimaryPlus Pharmacy as soon as you can.

PATIENT RIGHTS & RESPONSIBILITIES

Your Rights and Responsibilities as a Patient

PrimaryPlus Specialty Pharmacy wants you to understand your rights and responsibilities as a patient. We will explain them before your treatment begins and remind you regularly.

Your Rights:

- Be treated with **kindness and respect** in a safe environment, free from abuse, neglect, or mistreatment.
- Be fully informed ahead of time about the care and services you will receive.
- Know how we **protect your privacy** and personal information. You can ask for a Notice of Privacy Practices at any time.
- Receive details about the **services we offer** and any limits to those services.
- Know the names and roles of the pharmacy team in the Patient Care Program and speak with a supervisor if needed.
- Learn about **medication options** and how to get medicines that are not available at our pharmacy.
- Be informed about delays in medication orders and get help finding your medicine elsewhere if necessary.
- **Share concerns or suggest changes** about your treatment or services without fear of unfair treatment.
- Have any **complaints or issues** about your care fully investigated.
- Receive information on prescription transfers and how prescriptions move between pharmacies.
- Speak with a **healthcare professional** when needed.
- Get details about the **Patient Care Program** and how it works.
- Choose to leave the Patient Care Program at any time.
- Be fully informed about your **responsibilities as a patient**.

PATIENT RIGHTS & RESPONSIBILITIES

Your Responsibilities:

- Tell your doctor and the pharmacy about any **side effects or problems** with your medication.
- Complete and submit any required forms to participate in the Patient Care Program, if needed by law.
- Let your doctor know that you are using pharmacy services for your treatment.
- Give **accurate and up-to-date information** about your health, including past medical history, hospital stays, medications, allergies, and any changes to your contact details.
- **Take care of any equipment** provided to you.
- Let the pharmacy know if you have **any concerns about your care** or services.
- Inform the pharmacy if your **insurance coverage changes**.
- **Ask questions** if you don't understand something about your care, treatment, or services.
- Tell the pharmacy if your **delivery schedule** needs to change due to medical appointments, emergencies, or other reasons.
- Stay under a provider's care while receiving medication services.
- **Follow your treatment plan** and understand that if you choose not to, the results are your responsibility.
- Treat our staff with **kindness and respect**.

SAFE MEDICATION DISPOSAL

Safe Medication Disposal

Throwing away medicine the right way helps keep people and the environment safe. Follow these steps to get rid of old or unused medicine properly:

- Do NOT flush medicine down the sink or toilet unless the label or guide says it's okay.
- Each PrimaryPlus Pharmacy has a special medication disposal bin. Bring your medicine to any location, and our staff will safely throw it away for you.

If You Can't Visit a Pharmacy:

You can safely throw away medicine at home by following these steps:

- Take the pills out of their original bottle.
- Do not crush or open capsules. Mix the pills with used coffee grounds or cat litter.
- Put the mixture in a sealed container (like an empty coffee can or detergent bottle).
- Cover or remove your personal information from the empty pill bottle. Use a black marker or duct tape.
- Throw both the sealed container and the empty bottle in the trash.

For more information on safe medication disposal, visit the website below:

www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm

PATIENT SATISFACTION

We Want Your Feedback!

Your opinion matters to us! Let us know about your experience with PrimaryPlus Specialty Pharmacy Services and how we can better serve you.

How to Take Our Survey:

- Go to this link: <https://form.jotform.com/250634287158058>
- Scan the QR code below to go straight to the survey.



Thank you for sharing your thoughts with us!

You can ask for a paper copy at our pharmacy.

FILING A CONCERN

As a patient, you have the right and duty to speak up if you are worried or unhappy about your care. At PrimaryPlus Pharmacy, we want you to be happy with our services.

If you have a concern or think there was a mistake with your medicine, please call or write to us:

Primary Plus Pharmacy
211 KY 59, Vanceburg, KY 41179
Phone: 606-796-2686
Email: specialty@primaryplus.net

If you feel that we did not fix your problem, you can also contact these groups:

Kentucky Board of Pharmacy
State Office Building Annex, Ste 300
125 Holmes Street, Frankfort, KY 40601
Phone: 502-564-7910
Fax: 502-696-3806
Email: pharmacy.board@ky.gov
Website: <https://pharmacy.ky.gov>

Center for Medicare and Medicaid Services
Cabinet of Health Services of Kentucky
Toll Free: 800-635-2570
Local: 502-564-4321
Fax: 502-564-2228
Website: <https://www.chfs.ky.gov/agencies/dms/Pages/default.asp>

