LUX INFUSION

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 cannot answer questions about order and copay status, claims, and benefit coverage. You may be directed to a resource who can support the inquiry.

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.
- A pharmacy team member 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?

- LUX Infusion 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