



# Welcome to Pharmacy Advantage



**Expert Care. Seamless Experience.**

# Your Partner Throughout Your Treatment Journey

Pharmacy Advantage is a Michigan-based specialty and mail order pharmacy serving patients nationwide with experience in managing complex medication therapies for acute and chronic conditions. We provide a complete range of support services to patients with specialty conditions. Our full-service pharmacy provides the convenience of free home delivery for all your medications.



Experienced pharmacists will assist you in understanding how and when to take your medication properly, preventative measures to limit side effects, reminders for medication adherence, educational resources to better understand your condition and more.

We are devoted to customer safety, wellness, and satisfaction while delivering the highest level of compassionate, personalized attention and care.

## Expert Care and Specialized Support

### Insurance Benefit Coordination

Most health plans accepted. Drug coverage verification and pharmacy network status/approval completed on your behalf.

### Specialized Patient Counseling

Experts to help you understand how to take your medication, provide education about your specific condition, and assist with side effect management.

### Financial Assistance

Our pharmacy team works directly with foundations and manufacturers to lessen the financial burden when possible. Out of pocket cost may include deductibles, co-pays, co-insurance. Cash price of medication is available upon request.

### Partner with Your Healthcare Providers

Our pharmacy team is designed to work with you, your healthcare providers and insurance to help support you in reaching your treatment goals.

### Medication First Fill, Refills, & Reminders to Take Your Medication

Sign up for auto refills for non-specialty medications, text reminders to take your medication, and time to refill text alerts. Obtain order status and information on order delays.

### Digital Access to Your Medication Information.

Prescription labels will have a QR code to view medication information. Simply scan the QR code on the upper lefthand corner of your prescription label with your smartphone for instant access to your medication information. Prefer Paper? No problem, just let us know and we will update your preference for print out.

### Language Support

Bilingual interpreter support is available, call 800-456-2112  
TTY – Dial 711 (for hearing impaired)

### We're Always Here for You

User-friendly website, mobile app, or contact us by phone at 800-456-2112.

# Business Hours and Contact Information

Monday-Friday 8am to 6pm  
Eastern Standard Time (EST)  
Closed Saturdays, Sundays,  
and Major Holidays

A pharmacist is available  
24 hours a day / 7 days a week  
for urgent concern

**P: (800)-456-2112**  
(TTY) For hearing impaired dial 711

[www.PharmacyAdvantageRx.com](http://www.PharmacyAdvantageRx.com)



## Save Our Contact Information

When our pharmacy calls to schedule delivery, for refill questions, or support, your patients will know who is calling



**SCAN**



**CLICK**

**CLICK**



# Information about Patient Rights and Responsibilities

Patients have legal rights for their protection during their service. These rights will be made available to all pharmacy patients on the Pharmacy Advantage webpage: [www.pharmacyadvantagerx.com](http://www.pharmacyadvantagerx.com). Bi-lingual interpreters are available for those with communication impairments and those who speak a language other than English. Explanation of the written statement of rights will be offered to patients, their guardians, or their chosen representatives upon request.

## Patient Rights

- Be advised on policies and procedures regarding the disclosure of patient's records.
- Confidentiality and privacy of all information in the patient record and protected health information.
- Speak to a health professional.
- Know the name of the staff member, their job title, and the opportunity to speak with a supervisor, if requested.
- Receive appropriate care without discrimination.
- To be treated with respect, consideration, dignity, and individuality.
- Voice grievance/complaints regarding treatment, care, or lack of respect. Recommend changes in policy, personnel, or care/services without restraint, interference, coercion, or reprisal and have the grievance/complaints investigated.
- Be free from neglect, verbal, mental, sexual, or physical abuse including injuries of unknown source and misappropriation of client/patient property.
- Be informed of any financial benefits when referred to an organization.
- Be informed in advance of care being provided and the financial responsibilities.
- Receive information about the scope and limitation of these services.
- Refuse care or treatment after the consequences are fully presented.

## The following applies to specialty patients only, in addition to the above:

- Receive information about Pharmacy Advantage and the patient management program.
- Have personal health information shared with the patient management program, providers, and caregivers only in accordance with state and federal law.
- Know about philosophy and characteristics of the patient management program.
- Receive administrative information regarding changes in or termination of the patient management program.
- Opt. out of/decline participation, revoke consent or disenroll from the patient management program at any point in time by calling the pharmacy.
- Be fully informed about care/services to be provided, any modifications to the plan of care, and participate in the development and periodic revision of the plan of care

# Patient Responsibilities

- Give accurate, complete clinical, health, and contact information to the Pharmacy Advantage staff. Notify Pharmacy Advantage if changes occur with this information.
- Submit any forms that are necessary to participate in the program to the extent required by law.
- Notify the treating provider of participation in the services provided by Pharmacy Advantage.
- Notify Pharmacy Advantage of any concerns about the care of services provided.
- Be honest and direct.
- Ask questions about anything you do not understand.
- Follow your treatment plan and accept the consequences if you do not.
- Be considerate of other patients and pharmacy staff.
- Know your health care team.
- Know your prescription medication, over the counter and herbal medications.
- Pay promptly for services or supplies delivered.
- Provide all requested insurance and financial information.
- Sign the consent and release for insurance billing.

<b>If you have questions about your rights and responsibilities or need to file a grievance, complaint, error, or compliment contact:</b>	Pharmacy Advantage 1191 E. South Blvd, Rochester Hills, MI 48037 Phone: 800-456-2112
<b>If you have questions about your rights or care, contact:</b>	Michigan Board of Pharmacy P.O. Box 30670, Lansing, MI 48909 Phone: 517-335-0918
<b>If you have concerns about your Medicare or Medicaid right's contact:</b>	CMS Regional Office <a href="mailto:ROCHIORA@cms.hhs.gov">ROCHIORA@cms.hhs.gov</a> Phone: 800-803-7174
<b>National Association of Boards of Pharmacy (NABP):</b>	<a href="http://nabp.pharmacy/about/boards-of-pharmacy/">nabp.pharmacy/about/boards-of-pharmacy/</a>
<b>Pharmacy Advantage Accrediting Bodies:</b>	ACHC Toll Free Number: 855-937-2242 Email: <a href="mailto:customerservice@achc.org">customerservice@achc.org</a> Mail: 139 Weston Oaks Ct. Cary, NC 27513  URAC Phone Number: 202-216-9010 Email: <a href="http://urac.org/contact/file-a-grievance/">urac.org/contact/file-a-grievance/</a> Mail: 1220 L Stret NW, Suite 900, Washington DC 20005

# Patient Care and Medication Tips

If you are having difficulty remembering to take your medications on time, check out the list below for strategies that may help you.

- **Make your medication part of your daily routine.** You can keep at your bedside and take when you turn on/off your alarm clock.
- **Use a pill organizer.** This serves as a reminder and to prevent double doses.
- **Enlist friends and family for help.** They can assist with medication reminders or be a positive support throughout treatment.
- **Keep a physical medication calendar.** Make a daily checklist of the pills and times you should take them. You can use a dry-erase board and reset the checklist every morning.
- **Take advantage of technology on your smartphone.** Set an alarm, timer, or set up email/text alerts through free mobile apps available for free download. Check out our Pharmacy Advantage mobile application for the medication reminder function.
- **Store your medication within eyesight.** This could be on the kitchen table or on the table right by your favorite chair in the living room.
- Know which medications you are taking for your diagnosis. Consult your pharmacist or provider if you are unsure.
- Your provider or pharmacist may be able to help simplify your medication schedule.
- Keep an up-to-date medication list for emergencies. For each medication, include drug name, strength, dose, provider, and what you are taking it for.
- When you start a new medication, know what time of day and how many times a day to take it, what to do if you miss a dose, if you should take it with or without food, and how to store it properly.
- Keep your list of allergies and over the counter or supplemental prescriptions up to date to help your pharmacist complete a thorough drug-interaction and safety check.
- If you need assistance affording your medications, your pharmacist can review your medication list and provide options for you to lower the overall cost.
- We can transfer a prescription to or from Pharmacy Advantage. If possible, use the same pharmacy for all your prescriptions for more accurate drug interaction checks.
- Do not open, crush, cut, or split medications unless your provider or pharmacist says it is safe. Some medications are specifically designed to be long lasting, protect the stomach, or protect a caregiver from the inner contents of medication.
- Click here: [locations](#). for safe medication disposal locations in Michigan. Any suspected medication issue, error, or adverse event should be reported immediately by calling Pharmacy Advantage at (800) 456-2112 and contacting your healthcare provider.



# So Many Benefits of Going Mobile

**Refill from Prescription List or Scan Label**  
View your medications, dosages, instructions, prescription numbers, and your refill history.

**Transfer Prescriptions from Other Pharmacies**  
Easily transfer your prescriptions from any pharmacy to Pharmacy Advantage and receive free home delivery & more.

**Medication Reminders**  
Manage your notifications. Customize and set reminders to request refills, receive a text, email, push notification when your medication is shipped, and set time alerts to take your medication.

**Family Accounts**  
Manage prescriptions for your whole family. Single or joint text messaging available. Add or delete members anytime.

**Manage Doctor Information**  
Organize and view your doctor contact information and the medication prescribed by each doctor. Call your doctor with just one touch.

**Manage Account Information**  
Manage your display preferences, change your time zone and much more.



**For mobile app technical support:**

[pharmacyadvantagesupport@mscripts.com](mailto:pharmacyadvantagesupport@mscripts.com) or call (866) 530-6979

## Download Our Mobile App

- Open camera app on your smartphone
- Position camera over square code
- Touch image that appears
- Touch App store for iPhone or Google Play for Androids
- Then save to my phone



We appreciate the opportunity  
to get to know you and your individual health needs.  
Thank you for choosing Pharmacy Advantage Specialty Pharmacy!





## A Smarter, Safer Way to Access Medication Information

Your safety comes first. Now you can quickly check your medication information anytime using the QR code on the upper left-hand corner of your bottle. Just scan with your smartphone to make sure you always have the right instructions when you need them.

### What this means for you:

**Improved privacy** – fewer printed materials with personal health info

**Easy access** – everything you need is always just a scan away

**Less waste** – helping reduce paper use and protect the environment

If you prefer to continue receiving paper copies, that's absolutely okay.

**Just let us know**, and we'll make sure you continue to receive printed medication guides with your prescriptions.

Thank you for growing with us as we continue to improve the pharmacy experience. Be assured, your health and safety are always our top priorities.

For Medication Information Support  
please dial **1-800-456-2112**