

Fortify Market Pharmacy Welcome Packet

Welcome to Fortify Market Pharmacy, specialty pharmacy services!

Here at Fortify Market Pharmacy, we have specialty pharmacists to assist with your pharmacy needs. Our pharmacists are able to help with your outpatient specialty pharmacy prescriptions in California in many ways. This includes:

- Prior authorization assistance
- Patient medication financial assistance programs
- Prescription delivery
- Specialty pharmacist consultations
- And so much more



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Basic Information

Contact information

Location: Fortify Market pharmacy, One Adventist Health Way, Roseville, CA 95661

Phone: 916-406-0188

Email: FortifyMarketPharmacy@ah.org

Website: AdventistHealth.org/FortifyMarket

To ensure your privacy, do not send medical information through e-mail.

Hours of Operation

Hours: 9 a.m.-5 p.m. Monday through Thursday and 9 a.m.-3 p.m. Friday

Closed: for lunch 12-1 p.m. Monday through Friday; all day Saturday, Sunday, and major holidays

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters by calling 916-406-0188.

Filling a Prescription

Your provider will send the prescription to Fortify Market pharmacy. Our staff will begin the process of enrolling you in our specialized patient management program service that includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. Fortify Market pharmacy patient management program is provided to you at no additional cost, and your participation is completely voluntary. If you do not wish to participate in the patient management program, please call us at 916-406-0188.

Filling your prescription with Fortify Market pharmacy is also optional; if you would like to use another specialty pharmacy, please call us and we will assist you with the transfer of your prescription.

Refilling a Prescription

You may order refills by:

1. Stopping by Fortify Market pharmacy located at One Adventist Health Way, Roseville, CA 95661. Accessible from the Health Center side parking lot.
2. Calling our specialty team at 916-406-0188. When calling to request a refill, please allow two (2) business days for Fortify Market pharmacy to process and deliver your refill order.
3. Emailing one of our specialty pharmacists at FortifyMarketPharmacy@ah.org

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, please call Fortify Market pharmacy and our staff will work with you and your insurance company to ensure that your medications are covered and that there is no lapse in therapy.



Services Offered

Insurance, Billing and Financial Assistance

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. Our team will research various financial assistance programs available to possibly lower your drug therapy cost. We may ask you to fill out a patient medication assistance program authorization form in order to provide these services.

Some medicines need documentation for costs to be covered. This process is called a prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

If your insurance plan considers Fortify Market Pharmacy an “out of network” pharmacy, we will inform you of the cost to fill your medicine with us in writing. Our staff will transfer your prescription to an “in network” pharmacy if there is a cost savings to you.

Payment Plans

Any balances must be paid prior to your next refill, and we accept most major credit/debit cards and most flexible spending accounts.

If you get a check from your insurance company, you should send it to Fortify Market Pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received. If you have any questions regarding this, please call us.

If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us and advise us of your situation.



Pharmacist Assistance

Fortify Market Pharmacy specialty pharmacists are trained on the medication you are taking, and they are here to answer your questions about your therapy and care plan. Our pharmacists have direct access to your doctors, nurses, and other providers, and will reach out to them if needed.

Pharmacists will:

- Teach you how to take your medicine correctly and consistently and share why it's important.
- Ensure that you know how to use injectable medications.
- Help you understand and manage side effects and drug interactions.
- Discuss any problems you may have, such as administration difficulties or cost concerns.
- Work with your health care team to ensure your therapy is safe, effective and appropriate.

Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs relating to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call, within 30 minutes. In case of an emergency **call 911**.

Our patient management program is designed to help you get the most out of our specialty medication. Benefits of participation in our program include:

- Improved knowledge of medication use and administration.
- Improved medication compliance by creating an individualized plan for the patient to ensure medication doses aren't missed.
- Improved ability to manage potential, difficult side effects.
- Greater self-management of medications and medical condition.
- Improved coordination of healthcare services through the collaboration of your pharmacist and doctor.
- 24/7 accessibility to a pharmacist or other clinical staff.

While our dedicated specialty pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication. You should maintain your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy. It is also important that you share accurate and up-to-date information about other medications you are taking, updates to your allergies, and any changes to your health with our clinicians because this information impacts the care and coordination we provide.

Prescription Delivery

You can pick up your medication(s) from Fortify Market Pharmacy. Or, a free overnight delivery, via FedEx or UPS to your home, can be scheduled. FedEx or UPS delivers Monday through Friday (Tuesday through Friday if the medicine requires refrigeration). Signature upon receipt is requested; however, if you cannot accept the package, alternate solutions can be discussed with the specialty pharmacists. We are not able to ship to a PO Box. Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location when necessary.

We will also include any necessary supplies, such as needles, syringes, sharps containers and alcohol swabs, at no cost to you. If your medication(s) require special handling or refrigeration, they will be packaged and shipped accordingly.

Fortify Market Pharmacy will make every effort to deliver your medication and supplies early if a weather warning is in place. A Fortify Market Pharmacy team member will attempt to call our patients, in order of



disaster priority, with any special instructions. Please make sure we have your secondary contact information on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy. In addition, please let our staff know if your contact information changes.

Refill Reminders

A patient care coordinator or pharmacy technician will call you:

- One (1) week before your medication is scheduled to run out.
- To check your progress.
- To determine the shipment or delivery of your next refill.
- To verify your therapy and get a new prescription if you do not have any refills left.

Our patient care coordinator or pharmacy technician will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are special services available if you are visually impaired as well.

Medications Not Available at Fortify Market Pharmacy

Fortify Market Pharmacy has access to most specialty medicines, but if our specialty pharmacy is unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want your prescription transferred to another pharmacy, and we will transfer your prescription on your behalf.



Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling that may not be available at your local pharmacy. The medications are injected, taken by mouth or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. Fortify Market Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let Fortify Market Pharmacy dispense my medication?

Fortify Market Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the Fortify Market Pharmacy team will contact you prior to shipping the medication to inform you of the substitution.

When should I contact Fortify Market Pharmacy?

You should call Fortify Market Pharmacy if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how you take your medication.
- You need to reschedule or check the status of your delivery.
- You need to start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like additional information regarding your plan for therapy.
- If you need to report a suspected medication issue or if you believe an error in shipping or dispensing has occurred.
- If you notice your medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including education materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Follow your doctor's instructions for both the amount of the medication you should take and the length of time you should take it. We understand that some medications may have unpleasant side effects or be difficult to administer. Our pharmacists are available to offer practical advice about dealing with these issues and can help you to contact your prescriber about the medical management of these side effects.

**What do I do if I have an adverse reaction to the medication?**

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact Fortify Market Pharmacy or your doctor who prescribed the medicine to report the reaction.

Can I return my prescription?

Once your prescription is dispensed from the pharmacy it cannot be returned to the pharmacy. If you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call Fortify Market Pharmacy, and our staff will assist you.

How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact Fortify Market Pharmacy or go to the below FDA websites for information and instructions:

- www.fda.gov/forconsumers/consumerupdates/ucm101653.htm
- www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm



Patient Information

Community Resources and Support

Fortify Market Pharmacy staff will ensure that you have access to and information from community resources to help you optimize your medication therapy and better manage your disease state. Visit our website at [AdventistHealth.org/FortifyMarket](https://www.adventisthealth.org/FortifyMarket) for more information.

Drug Recalls

Fortify Market Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We contact you and your provider if a drug recall affects you.

Accessing Medications in Event of Emergency or Disaster

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we transfer your prescription to another pharmacy. If there is a disaster in your area, call 916-406-0188 to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.

Patient Safety

Adverse Drug Reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider (PCP) or local emergency room or call 911.

Hand-Washing Instructions

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

1. Collect the supplies:
 - Soap
 - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds.
5. Don't forget the in-betweens of your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

If no water supply is available, use an alcohol-based antibacterial hand cleanser.



Sharps and Sharps Disposal

After using your injectable medication, place all needles, syringes and lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at www.cdc.gov/needledisposal.

Needle-Stick Safety

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries promptly to your physician.

Patient Information on Emergency Preparedness

We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

Falling

(This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lighted and use night lights as needed.
7. Have a flashlight that works.

Poisoning

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

Fire and Burn Prevention

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

Fire

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise evacuate the area.
3. Turn off oxygen (if applicable) and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small, localized area, otherwise evacuate the building and notify the fire department once you are safe.
5. If relocation is necessary, please call Fortify Market Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

Natural Disasters (Flood, Earthquake, or Tornado)

1. In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate the area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call Fortify Market Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

Power Outage

1. Notify your gas and electric companies if there is a loss of power. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

Winter Storm

1. Prepare an emergency kit with:
 - Water
 - Nonperishable food
 - Battery-operated radio
 - Flashlights and fresh batteries
 - First-aid kit, including prescription medicines
2. Keep a full charge in your cell phone.
3. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
 - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
 - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.



Concerns and Complaints

Patient Complaint Policy

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns.

- Email us at FortifyMarketPharmacy@ah.org
- Share the concern with the staff involved or the manager in charge, either by phone or in person.

Fortify Market Pharmacy has a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five (5) business days of receipt. You are notified, either by phone or in writing, of our resolution. There is no retaliation for filing a complaint.

If Fortify Market Pharmacy cannot resolve your patient care or safety concern:

- Medicare beneficiaries may also submit complaints regarding concerns of quality of care, coverage decisions and premature discharge. For more information, you may visit Medicare.gov/claims-appeals
- You may contact the Accreditation Commission for Health Care's (ACHC) Complaints Department at 855-937-2242.



Rights and Responsibilities of the Patient Management Program

Patients have the right to:

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.

Patients have the responsibility to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the patient management program.