

## FREQUENTLY ASKED QUESTIONS

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### WHAT IS SPECIALTY PHARMACY?

A specialty pharmacy fills prescriptions for complex, high-cost medications. Unlike a retail pharmacy, a specialty pharmacy offers a variety of programs to support you and your medical needs. We can provide you with education about your complex medications and how to manage potential side effects to prevent complications with your medications. We work closely with your physician to help monitor and manage your healthcare needs in a timely manner. We work with your insurance company to make sure that you have access to your medication and aid with financial assistance to help reduce your healthcare cost when needed.

### HOW DO I CONTACT MCC APOTHECARY?

- MCC Apothecary is located within the Montgomery Cancer Center at 4145 Carmichael Road, Montgomery, AL 36106
- We are open Monday thru Friday from 8 a.m. – 5 p.m.
- Call us at (334) 273-2281 or toll free at 1-833-247-9052
- You can also visit us on the web at [www.montgomerycancercenter.com/mcc-apothecary](http://www.montgomerycancercenter.com/mcc-apothecary)
- Email a member of the pharmacy team: [mccapothecary@baptistfirst.org](mailto:mccapothecary@baptistfirst.org)
- You can ask to speak with a pharmacy representative during your next visit to the physician.

### WHAT IF I HAVE A QUESTION AFTER HOURS?

We have pharmacists available after hours to answer any questions you have 24 hours a day, 7 days a week. Pharmacists are available for emergency and clinical situations such as side effects and medication assistance as well as complaint resolution. They can answer any questions regarding order and copay status, claims submissions and benefit coverage.

### HOW DO I ORDER A NEW PRESCRIPTION?

A new prescription can be requested the following ways:

- A written prescription can be dropped off at MCC Apothecary
- Your physician can also Mail, Fax, or E-Prescription your medication to us.  
MCC Apothecary  
4145 Carmichael Rd.  
Montgomery, AL 36106  
Fax: (334) 386-2936

### WHAT IS A PRIOR AUTHORIZATION (PA), AND HOW DOES IT WORK?

A prior authorization is often required by your insurance company in order to fill your specialty medications. The MCC Apothecary staff will work with your physician and insurance company to obtain the prior authorization and explain why the medication is necessary for treatment.

### WHEN AND WHERE WILL I RECEIVE MY PRESCRIPTION?

- Medication can be picked up at MCC Apothecary
- We provide the option of shipping delivery for most of our specialty medications via USPS and Fed Ex.
- All medications shipped to your home will require a signature upon delivery. The staff will work with you to schedule the delivery so that you are available at the expected time of delivery.
- Our goal is to provide you with your medication within 3-5 business days.
- You will be contacted by a staff member if there is a delay in the process.

### HOW DO I REFILL MY PRESCRIPTION?

Our Patient Care Coordinators will manage the refill process for you. We will call to schedule your refill 7-10 days before you run out of medication. If you wish to order your medication ahead of time or you run out of supply before you are contacted, please reach out to the MCC Apothecary staff to order your refill.

### WHY DOESN'T THE PRESCRIPTION DRUG MATCH WHAT THE DOCTOR WROTE FOR?

Your prescription may be filled with a generic equivalent substitution based on state law, equivalency rating and in accordance with company policy. Please ask a Pharmacist if you have any questions or concerns.

## **HOW CAN I PAY FOR MY PRESCRIPTION ORDER?**

We accept personal checks, money orders, and major credit cards such as MasterCard, Visa, Discover, or American Express. Please do not mail cash as a form of payment.

## **WHAT WILL MY OUT-OF-POCKET COST BE?**

Prescription cost will vary depending on your insurance. Because drug pricing can change on a daily basis, your co-pay cost cannot be made until your claim is processed. We will contact you once your claim has been processed to discuss the medication cost. You may also call the Member Services phone number on your prescription insurance card to get the most current information.

MCC Apothecary accepts most major insurance plans including BCBS of AL, Express Scripts, United Health Care, and many others. To find out if MCC Apothecary is a preferred provider in your pharmacy network or to determine the cash price of your medication, please contact a pharmacy representative.

## **HOW CAN YOU HELP REDUCE MY OUT-OF-POCKET COST?**

If you cannot afford the cost of your prescription, MCC Apothecary will work to identify co-pay card assistance, patient assistant program support, and/or charity organizations that may be able to assist financially. We work closely with the Cancer Wellness Foundation of Central Alabama to help secure and process funding. The Cancer Wellness Foundation of Central Alabama can be contacted by scheduling an appointment at the Montgomery Cancer Center scheduling desk or calling the main number at (334) 273-7000.

## **CAN I GET ALL MY PRESCRIPTIONS THROUGH YOUR PHARMACY?**

MCC Apothecary is a full service pharmacy and we will be happy to assist you with additional prescription needs.

## **WHAT IF YOU ARE UNABLE TO FILL MY PRESCRIPTION?**

A MCC Apothecary employee will let you know if MCC Apothecary is unable to fulfill the medication request or if there are any issues that may delay fulfillment such as prior authorizations or quantity limits imposed by your insurance company. Suggestions and guidance on where the medication may be available will be given upon request. MCC Apothecary employees will also work with you and your physician to try and obtain any Prior Authorizations as quickly as possible.

## **WHAT IF I NEED MY PRESCRIPTION RIGHT AWAY?**

If you need your prescription immediately, please let a MCC Apothecary employee know so your order can be expedited. If you cannot wait for a shipment, you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to MCC Apothecary the next time it is needed.

## **WHEN SHOULD I CONTACT THE MCC APOTHECARY STAFF?**

You should contact a MCC Apothecary staff member if:

- Your address, telephone number, or insurance information has changed
- You have questions regarding the status of your medications
- You have concerns related to your medications and how to take them
- You are experiencing adverse effects related to the medication
- You would like to transfer your prescription to another pharmacy
- You have had recent changes to your health such as a recent hospitalization, medication changes, or a newly diagnosed condition.
- You would like additional information about your healthcare plan
- You have a concern related to an error in shipping or dispensing

You should also reach out to the MCC Apothecary staff for any other questions or concerns. The staff is happy to assist you with any of your specialty pharmacy needs including:

- Working with another specialty pharmacy to get your medications delivered
- Helping with medication access during times of emergency or disaster
- Providing you with the tools to manage your therapy

## **WHAT DO I DO IF THERE IS A DRUG RECALL ON MY MEDICATIONS?**

MCC Apothecary follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. We will contact you and your prescriber in the event of an FDA Class I recall.

## **HOW CAN I SAFELY DISPOSE OF MY MEDICATIONS?**

Please see the Proper Disposal of Medications Flyer that is included in the Welcome Packet. You will be notified by a MCC Apothecary employee if there is a recall on your medication and given instructions on what to do.

## **HOW DOES MCC APOTHECARY TAKE CARE OF THEIR PATIENTS?**

The Patient Management Program services provided by MCC Apothecary are included at no cost to you. Pharmacists will work with you on any problems, concerns or questions you may have regarding your medication therapy. Issues discussed include disease overview, medication, dose, dose frequency, interactions, side effects, physical assessments and coordination of care with your physician when appropriate, etc.

The potential health benefits of our services include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and coordination of care with your physician is necessary, your pharmacist will have all the information needed to help make informed decisions regarding what is best for you as the patient.

The potential limitations of our program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication and willing to discuss the details of your disease, medical history and current practices with your pharmacist so he can have a full understanding of the situation. Please let your physician know you are a patient of MCC Apothecary. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.

To contact a Patient Care Coordinator or to opt-out of the program, please call MCC Apothecary at (334) 273-2281, option 4. Or call 1-833-247-9052.