



Partnering with your Pharmacy and Physician

Care Collaboration for you and your family



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 - Total Care Rx Specialty Pharmacy, Oakland Gardens, NY
 - › Epilepsy focused Specialty Pharmacy with years of experience
 - › Partner with most Epilepsy Centers / TSC Centers of Excellence in NY, CT, NJ
 - › Contracted with NY, CT, NJ State Medicaid(s), Commercial and Medicare
 - › Experienced in Prior Authorization process, pharmacy counseling, copay support resources

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Overview

- › Who is your pharmacy?
- › How do you work with your pharmacy?
- › What questions should you ask?
- › Who information does your doctor and pharmacy need?
- › What is your action plan?



Who is your pharmacy?

- › “Specialty” Medications vs “Retail” Medications
- › Tuberos Sclerosis Complex and Infantile Spasms need medications usually classified as “Specialty Medications” (vigabatrin, Epidiolex, Acthar Gel, Afinitor, etc.) that need to be filled at Specialty Pharmacies.
- › Your Specialty Pharmacy
 - Are you happy, and fully supported, with your specialty pharmacy?
 - Do you have options for pharmacies?
 - › If so, what are your options, and how do you find out?
- › **Find out your options if you are not happy. Call your insurance. Talk to your doctor’s office.**



How do you work with your pharmacy?

- › Are you satisfied with the communication with your pharmacy?
- › Who do you call when you have questions/issues?
- › Do they offer you expertise when you call?
- › How do they reach out to you? Do they contact you for a refill, or do you have to contact them?
- › Do they let you know if a Prior Authorization is needed?
- › **Find a way to get a direct number/contact at your pharmacy.**
- › **Ask for your assigned care team, or a pharmacist when you call.**
- › **Save the pharmacy phone number in your phone. Try to answer when they call. Call back if you cannot answer.**




What questions should you ask?

› “Get Specifics Checklist”

- Which medications does this specific doctor prescribe for us?
- How many refills do we have left? (Will it last until next appointment?)
- Does my medication need a Prior Authorization (PA)?
 - › Who is working on the PA?
 - › When should I check in, and who do I contact to keep the process moving forward?
 - › Once approved, how long does is the PA approved for?
- Who is my contact person in the doctor’s office for any issues with medication refills or PAs?
 - › Name, Fax#, Phone number and email address to contact with issues
- Do I need bloodwork done to monitor medication? How often?
- What is the turnaround time for a prescription request per the doctor’s office?
- What is name, address, phone and fax# of pharmacy where meds are filled (save as a Contact in your phone or have written down)?
- Can my medications be synchronized for one pickup or shipment?
- When can I call for a refill? If too soon, when is the soonest I can refill?

- **Bring your Specifics Checklist to your next doctor’s appointment. Save the information.**



What information do YOU need to make sure your doctor and pharmacy have?

- › Did your insurance change?
- › Did your phone number change?
- › Did your address change?
- › Do you prefer phone / text / email?
- › Are you travelling anytime soon and need to adjust fill time?
- › Are there holidays or weekends coming up that could affect your refill?
- › **Make sure to update your doctor's office and pharmacy with any changes to phone, address, insurance ASAP.**



Your Action Plan

- › Find out your options if you are not happy. Call your insurance. Talk to your doctor's office.
- › Find a way to get a direct number/contact at your pharmacy.
- › Ask for your assigned care team, or a pharmacist when you call.
- › Save the pharmacy phone number in your phone. Try to answer when they call. Call back if you cannot answer.
- › Bring your Specifics Checklist to your next doctor's appointment. Save the information.
- › Make sure to update your doctor's office and pharmacy with any changes to phone, address, insurance ASAP.



Reach out to your Resources

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