Partnering with your Pharmacy and Physician

Care Collaboration for you and your family
› Elliot Jones, Andrew Wroblewski, RPh
   - 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

› Ashley Pounders, MSN, FNP-C
   - Director, Medical Affairs, TSC Alliance

› Shelly Meitzler
   - Community Programs Manager, East, TSC Alliance
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

› Tuberous 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

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› 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.

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› 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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