

# Commonly Asked Questions

## 1. How long does it take to receive medication for a new prescription?

A: For a new prescription, patients can expect at least 5-7 business days before their medication arrives in shipment. Benefits investigation and prior authorization for the medication will need to be conducted before the pharmacy can ship out the medication or before it can be picked up. A member of the Northwestern Medicine Specialty Pharmacy (NMSP) team will reach out to you prior to sending out the medication.

## 2. Is there a location where the medication(s) can be picked up in person instead of delivered?

A: NMSP is located at 676 North Saint Clair Street Arkes Family Pavilion Suite 560, Chicago, Illinois 60611.

## 3. What payment options may be used for the prescription copay?

A: Payment for the prescription may be made at the time of dispense by cash, check or credit card. If the copay is not affordable, an NMSP team member will assist with the next steps to take.

## 4. Is there a charge for postage?

A: Patients will not be responsible for postage when the prescription is being delivered to the patient from the pharmacy.

## 5. What is the refill program?

A: NMSP staff will provide refill calls to patients. These refill calls will be placed at least 5-7 days before the next available refill for the prescription (due date for the call will be calculated based on days' supply of the prescription and last fill date of the prescription). However, patients can always call the pharmacy to set up a refill of their prescription(s) if they are limited to a week's worth of medication supply.

## 6. Can patients or caregivers place refill orders for the prescription?

A: Patients or caregivers can always call the pharmacy at 312.926.9365 during normal business hours and talk with staff to discuss details about delivery of the prescription. After normal business hours, a detailed voicemail may be left requesting a refill of the prescription(s). A pharmacy staff member will reach out to the patient the next business day to confirm details of the delivery before sending out the prescription. Patients should allow at least 2-3 business days for the refill process to occur before the shipment can arrive at their home.

**7. How can medication be obtained in case of an emergency or disaster, vacation or other delays?**

A: If a patient calls NMSP to refill their prescription and NMSP receives a claim rejection due to benefit design, NMSP will contact the patient's insurance for an appropriate override so patients can stay adherent to their therapy.

**8. How can patients get an update regarding the status of their prescription?**

A: Patients can always call NMSP at 312.926.9365 to get a status update on their prescription.

**9. What if NMSP cannot bill my insurance plan?**

A: Pharmacy staff will perform benefits investigation and prior authorization for your medication(s). Pharmacy staff will transfer the prescription to the appropriate pharmacy once the medication(s) are approved through the insurance.

**10. How does the pharmacy regulate medication substitution of prescriptions?**

A: The pharmacy follows FDA rules and guidelines to adjust medication substitution. The physician's office will be contacted as needed.

**11. What if my medication is recalled?**

A: There are various classes of drug recalls. Patients should contact NMSP if they hear of a recall of their medication and the staff will help accordingly. When the pharmacy is made aware of the recalls, the pharmacy will call patients accordingly.

**12. Where can I find information about proper disposal of syringes, needles and/or medications?**

A: Patients can find information for proper disposal at <https://illinoispoisoncenter.org/medication-disposal-guidelines> or <https://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/HomeHealthandConsumer/ConsumerProducts/Sharps/default.htm>. If more information is needed, please call NMSP to talk to a pharmacist.

**13. What if I have an adverse reaction to my medication?**

A: If you experience any adverse reactions to your medication, please contact the pharmacy or your doctor. If the reaction you are having is severe or life-threatening, seek emergency help and call 911 immediately.

**14. How can my caregiver or I communicate a complaint, concern, or compliment requiring resolution/attention?**

A: If you have any concerns about your prescription or the service provided, please call us at 312.926.9365 to speak with a pharmacist or manager.