Emory Infusion Services

Patient Welcome Packet

This packet includes important information.
Please keep it in a safe place.

EMORY
HEALTHCARE

Table of Contents

Welcome to Emory Infusion Services 3

Mission, Vision, Values 4

Contact Us 4

Services Offered 5

Obtaining Medication 6

Billing and Payment Process 7

Tips for Success 8

Frequently Asked Questions 9-11

Patient Safety 12

Patient Rights 14

Patient Responsibilities 15

Medicare DMEPOS Supplier Rules 16

Medicare Prescription Drug Coverage and Your Rights 17

Welcome to Emory Infusion Services

We look forward to partnering with you on your complex health condition. As a patient of Emory Infusion Services, you will receive services beyond the traditional retail pharmacy model that will include regular care assessments, nursing support, education, and free deliveries that are scheduled with your approval. We also offer services related to financial help, including enrollment into medication assistance programs and foundations, if needed.

Our home infusion services are specifically designed to assist patients like you who are receiving medications that are infused through the vein (IV) or under the skin (Sub-Q) and that can be costly and complicated. To make this time in your life smoother, our staff is dedicated to providing you with personalized services to ensure you benefit from your therapy.

Our services include:

- Access to a clinical staff member 24 hours a day, 7 days a week.
- Coordination of prior authorization with your insurance company, if applicable.
- Clinical monitoring by a pharmacist and nurse.
- Dietary consultation, if applicable.
- Help in locating co-pay assistance.
- Delivery of medicine.
- Training and education.
- Equipment/pump management.
- Our professional staff will contact you to discuss your supply needs and schedule each delivery date and time.

We look forward to working with you and providing the best service possible. We know you have many options, and we thank you for choosing Emory Infusion Services.

Mission, Vision, Values

MISSION

To deliver exceptional patient-centered, evidence-based pharmacy services consistently for every patient through collaborative integration of leadership, innovation, research and education.

VISION

To pursue excellence in pharmacy practice through foresight into evolving care models, innovative practices and optimizing outcomes for our health care community.

VALUES

In alignment with Emory Healthcare's core values, the Emory Infusion Services team is committed to:

- Social Responsibility.
- Compassion.
- Integrity.
- Partnership.

Contact Us

Address: 550 Peachtree Street NE, Suite 06.5P30, Atlanta, GA
Phone: 404-778-4682
Hours of Operation: 8 a.m. – 5 p.m. Monday through Friday
Website: emoryhealthcare.org/infusion-pharmacy

For after-hours medication related clinical questions, please call the number above and follow the prompts. A staff member will help you with your concerns. For emergencies, always call 911.

We are closed on New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, and Christmas Day.

Services Offered

GETTING STARTED
The decision has been made to start you on home infusion therapy. We know this time can be stressful and full of complex decisions. As experts of infusion medications, our goal is to help take some of the stress off you. Your prescription has already been sent to our pharmacy; however, prior to receiving and starting your medication, a few things will need to be done.

INSURANCE NAVIGATION
Our pharmacy will verify your insurance coverage and estimated costs. We will review your therapy with you prior to starting infusions and coordinate nursing to assist you with your infusions, if needed.

COLLABORATION WITH YOUR PROVIDER
In addition to having expert knowledge of your condition and medications, our clinical pharmacists work directly with your care team to understand your care plan.

ACCESS TO EXPERTS FOR CLINICAL SUPPORT AND REGULAR FOLLOW UP
Our clinical pharmacists and nurses are trained to provide complete therapy management of your specific condition. We will reach out to you to discuss your new medications and are available throughout your treatment period to answer any questions or address any concerns.

MEDICATION ASSISTANCE
Despite your insurance company approving your medication, often times your copayments or coinsurance may remain high. We will research available medication assistance programs that may help lower your drug therapy cost.

REFILL AND SUPPLY CALLS
Our pharmacists or technicians will call you prior to each refill to discuss your supply needs and schedule the next medication delivery. If you have questions about your medication, or would like to request a refill, call 404-778-4682 to speak to a team member.

PRESCRIPTION DELIVERY
We will deliver your medications to your home or an approved location. We will also include any needed supplies, such as needles, syringes and alcohol swabs when necessary.

Delivery is free and on time. If your medications need special handling or refrigeration, we will package and ship them safely. If you cannot be present to receive your package and if possible, we may be able to leave it at your home or the intended delivery location with your approval.

Obtaining Medication

FREE DELIVERY

If you live in the state of Georgia, we offer free delivery of your medication(s) to your home or to an alternative location. We also include other supplies such as a sharps container, tubing, alcohol swabs, and an infusion pump if needed.

We coordinate all refills to ensure timely delivery and keep you informed throughout the process.

If your medication requires refrigeration, we have a validated delivery process with our couriers and shipping vendors to ensure your medication is stored at appropriate temperatures. Upon receipt of a refrigerated medication, please be sure to place it in the refrigerator immediately.

If the package is damaged, please call us at 404-778-4682.

THE MEDICATION REFILL PROCESS

A pharmacy staff member will contact you before your medication is due for a refill to check your progress and to determine your supply needs. If you have any questions or need assistance, please call 404-778-4682 during normal business hours.

TRANSFER OF CARE

Some insurances may require you to receive your medication(s) through certain pharmacies. If you can no longer obtain your infusion medication through Emory Infusion Services, a pharmacist will transfer your prescription to an eligible pharmacy. We will inform you of this transfer of care prior to doing so if your insurance requires us to transfer it.

If you no longer want to fill your medication(s) through Emory Infusion Services, please contact us, and we will transfer your prescription to your preferred pharmacy.

PATIENT CARE PROGRAM

As a home infusion pharmacy, we monitor your medications and progress by working with your provider and care team to make sure your medicine is safe and works well. We also help with:

- Assisting with insurance and payment.
- How to safely store and dispose of medicine.
- Ordering refills.
- Learning how to use your medication.
- Watching for side effects.
- Setting up in-home nursing care, and providing education about home safety, and infection control.

Please understand we support you on this journey and ask you to follow your provider's instructions, respond to our outreach calls, take your medication on time, and provide accurate health information to your care team.

Billing and Payment Process

INSURANCE CLAIMS

Emory Infusion Services will submit claims to your health insurance carrier on the date your prescription is delivered to you. If the claim is rejected, a staff member will notify you, so we can work together to resolve the issue.

COPAYMENTS & COINSURANCE

You may be required to pay a part of your medication cost called a copayment or coinsurance. If you have a copayment, we will bill you after we have received payment from your insurance company. We accept all major credit card carriers as well as Health Savings Account (HSA) and Flex Spending Account (FSA) cards.

PAYMENT POLICY

Before your care begins, a staff member will inform you of your financial obligations that are not covered by your insurance or other third-party sources. These obligations include, but are not limited to, out-of-pocket costs such as deductibles, copayments, coinsurance and annual out-of-pocket limits. This will be evaluated upon every fill of your medication. If, based on your health benefit plan, Emory Infusion Services is an out-of-network pharmacy, we will provide you with the cost of your medication in writing.

MEDICATION ASSISTANCE

We have access to medication assistance programs to assist with copayments and to lessen financial barriers to starting your medication. These programs include coupons from drug manufacturers and assistance from various disease management foundations. Our team will work with you to identify enrollment opportunities into these programs.

Tips for Success

Emory Infusion Services is here to help you get the most out of your medication. Below are a few tips that can help you achieve the best results from the therapy prescribed to you:

1. FOLLOW YOUR PROVIDER'S INSTRUCTIONS

The patient management program is optimized when the patient is willing to follow directions as prescribed and is compliant to therapy. This includes taking the right dosage at the right time and for the prescribed length of therapy.

2. ASK QUESTIONS

Educating yourself on the medications you are taking and the disease for which you are being treated is a very important part of dealing with the changes you are experiencing. Ask your provider or pharmacist for any other educational resources specific to your condition.

3. CALL US

If you have any unanswered questions or need any further support, call us at any time, day or night. Our pharmacists are here to help you!

Please call Emory Infusion Services at 404-778-4682 for more details.

HELPFUL QUESTIONS TO ASK YOUR PHARMACIST:

- What is my medication supposed to do?
- How often do I get a dose?
- For how long will I receive my infusions?
- Should I avoid alcohol or any foods?
- Can I take other drugs with my medication?
- Should I expect any side effects?
- What should I do if I forget to infuse my medication or take it incorrectly?
- Is it safe to become pregnant or breastfeed while taking this medication?
- How should I store my medications, and how long can I keep them?

Frequently Asked Questions

WHAT IS A HOME INFUSION PHARMACY, AND WHY DO I NEED ONE?

The medication(s) you have been prescribed requires special storage, handling and education. An infusion pharmacy, such as Emory Infusion Services, has skilled nurses who administer or teach you, or a caregiver, to administer your medication. With our pharmacy you may continue to receive the same medication or treatment that you received in the hospital or infusion center. In addition to clinical and educational expertise, Emory Infusion Services has a team of specialists dedicated to ensuring you receive your medication and care at an affordable price and in a timely manner.

HOW DO I CONTACT THE INFUSION PHARMACY?

You may call us at 404-778-4682 to speak to a pharmacy staff member.

HOW DO I RECEIVE REFILLS OR SCHEDULE EACH INFUSION?

A pharmacy staff member will contact you to schedule each infusion if you are receiving infusions in one of our Ambulatory Infusion Suites or within your home. If you are receiving treatment in the home, a staff member will contact you regularly to support your care and coordinate refills. A staff member will call to confirm that you have enough medication, flushes, and supplies, and to schedule your next shipment. If you are running low on medication or supplies, please feel free to call us.

WHEN SHOULD I CONTACT THE PHARMACY?

You should call Emory Infusion Services 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 to take your medication.
- If you suspect an error or delay in delivery or dispensing has occurred.
- If you suspect 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 home infusion needs including:

- Helping you get access to medication(s) during an emergency or disaster.
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support.

HOW MUCH WILL MY MEDICATION COST?

Your copayment will vary based on your insurance plan. We will tell you this amount after we have processed your prescription and before we charge your account.

Frequently Asked Questions

WHAT IF I CANNOT AFFORD MY MEDICATION?

Some patients are eligible for medication assistance through drug companies or other foundations. Emory Infusion Services has a team dedicated to reviewing options available to you and helping you enroll into these programs. Please let a pharmacy staff member know if you are having trouble affording the medication, as we can connect you with our trained medication assistance team that is ready to help you.

We have staff dedicated to working with your insurance company and your provider to obtain coverage for your medication. If the medication is not approved through your insurance company despite these efforts, we will inform your prescribing provider who will discuss other options with you.

WHAT IF I DO NOT HAVE PRESCRIPTION INSURANCE?

Some drug companies offer a free drug program. If it is available, we have a team of individuals who can help you enroll in the program.

WHAT SHOULD I DO IF I HAVE A REACTION TO MY MEDICATION?

If it is a serious or life-threatening event, call 9-1-1 or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Infusion Services at 404-778-4682 or your prescribing provider.

HOW DO I DISPOSE OF UNUSED MEDICATIONS?

For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:

- prescriptiondrugdisposal.com
- https://www.fda.gov/about-fda/cder-contact-information/

PRIVACY NOTICE

You can find the Emory Infusion Services Notice of Privacy at:
emoryhealthcare.org/patients-visitors/policies-privacy-and-rights/patient-rights

ADVANCED DIRECTIVES & HEALTH CARE PROXY

Information about Advance Directives & Health Care Proxy is available at:
emoryhealthcare.org/patients-visitors/patient-resources/advance-directives

Frequently Asked Questions

WHERE DO I REPORT COMPLAINTS OR GRIEVANCES?

Any complaint or incident can be reported to our pharmacy staff directly by calling the pharmacy. If you believe your privacy rights have been violated, you may also file a complaint by writing to:
Chief Privacy Officer at Emory Healthcare
101 W. Ponce de Leon Avenue, 2nd Floor, Suite 242
Decatur, GA 30030 online:
https://www.emoryhealthcare.org/patients-visitors/policies-privacy-and-rights/patient-rights
or call 404-778-2757

You may also file a complaint directly with the:
Accreditation Commission for Health Care (ACHC)
achc.org/contact
Phone: 855-937-2242

Secretary of the Department of Health and Human Services
hhs.gov/ocr/privacy/hipaa/complaints

Georgia Board of Pharmacy
https://gbp.georgia.gov/georgia-professional-licensure-complaint-form
Phone: 404-651-8000

You will not be penalized for filing a complaint.



Patient Safety

As a patient, you have an important part to play in the safety of your treatment with medications. Medications that are given by infusion (intravenous or by injection) can have serious side effects if given incorrectly.

We take every precaution when we prepare your medication in our pharmacy; however, we encourage every patient to "speak up" if they have ANY concerns. Please call us if you have questions about your care or suspicions that an error may have occurred in the dispensing or the administration of your medication.

ADVERSE DRUG REACTIONS

If you experience a serious or life-threatening event, call 9-1-1, or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Infusion Services at 404-778-4682 or your prescribing provider, directly.

The Food and Drug Administration (FDA) also welcomes you to report any side effects of your medication by calling 1-800-FDA-1088.

KEEP YOUR HOME SAFE

Fix loose rugs or carpets to prevent falls. Use sturdy handrails and step stools. Smoke detectors should be installed in your home. Make sure you change the batteries at least every six months. If appropriate, you may consider carbon monoxide detectors as well. Ask your local fire department if you should have one in your home. Have a fire extinguisher in your home, and have it tested regularly to make sure it is still charged and in working order. Have a plan for escape in the event of a fire. Discuss this plan with your family.

Make sure that all medical equipment is plugged into a properly grounded electrical outlet. If you must use a three-prong adapter, make sure it is properly installed by attaching the ground wire to the plug outlet screw. Use only good quality outlet "extenders" or "power strips" with internal circuit breakers. Don't use cheap, lower quality extension cords.

DISPOSAL OF SHARP OBJECTS

Place all needles, syringes and other sharp objects into a sharps container. This will be provided upon request by Emory Infusion Services if needed. You may also check the following website for additional information: safeneedledisposal.org

HAND WASHING STEPS

Wet hands, then apply soap. Scrub for at least 20 seconds. Rinse and dry with a clean towel. Perform handwashing before flushing your line or administering your infusion.

DRUG RECALLS

If your medication is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

Patient Safety

PATIENT COMPLAINTS AND SUSPECTED ERRORS

We want you to be completely satisfied with the care we provide. If you have any concerns with your medication, the services rendered or any other issues related to your order, please contact us directly, and speak to one of our staff members.

DRUG SUBSTITUTION PROTOCOLS

From time to time, it is necessary to substitute generic or biosimilar drugs for brand name drugs or approved alternatives. This usually occurs due to your insurance company only paying for certain high-cost medications. Our pharmacists will always discuss this and obtain approval from your provider. If a substitution is made, a team member will contact you prior to delivering the medication to inform you of the substitution.

DISPOSING OF PUMPS AND SUPPLIES

Do not throw away infusion pumps. Use the pre-paid return box or call us if you need a pump return box. Put used needles and syringes in a sharps container. Double bag used medical waste before throwing it away in your regular garbage.

DRUG FACTS

For current drug facts on most medicines prescribed today, visit the National Library of Medicine: dailymed.nlm.nih.gov/dailymed/index.cfm

EMERGENCY AND DISASTER PREPAREDNESS PLAN

We have a thorough emergency plan in case of a disaster. Our goal is to make sure you have your medication and supplies on hand when you need them and to avoid any delays. If you experience an event local to you, please contact us so we can safely continue your care and ensure your medication delivery without interruption. To prepare for a disaster, we recommend creating an emergency kit containing a flashlight, extra batteries, an evacuation plan, and a battery-operated weather radio.

If a disaster strikes, our teams will reach out to you for other ways to get your prescriptions to you. We will be available 24 hours a day, seven days a week to provide support for your medication needs. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication. Visit your local hospital if you will miss a dose.

Refrigerated medication storage – Keep your refrigerator closed during a power outage or fill a cooler with ice to store all refrigerated medication.

Infusion pumps – If your equipment is powered by a wall outlet, call your electric company to request medical priority restoration of your power. If your equipment is battery powered, always keep extra batteries on hand. If your power outage lasts longer than 6 hours, contact us and we may be able to deliver batteries or a charged pump.

Patient Rights

AS A PATIENT OF EMORY INFUSION SERVICES, YOU HAVE THE RIGHT:

- To choose a healthcare provider, be informed of the services provided, any specific limitations to these services, and expected financial responsibility.
- To receive the appropriate services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
- To be treated with friendliness, courtesy and respect by our staff.
- To assist in the development and preparation of your plan of care that is designed to satisfy, as best as possible, your current needs including management of pain.
- To refuse care or treatment after the potential outcomes and consequences of refusing care are fully presented
- To be provided with adequate information from which you can give your informed consent for starting services, continuation of services, transfer of services to another health care provider, or the termination of services.
- To be informed of any financial benefits when referred to an organization.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans.
- To have health information and clinical records shared with your care team and insurance company as needed in accordance with state and federal law and organization policies.
- To identify visiting personnel members through proper identification.
- To receive treatment and services within the scope of your plan of care promptly and professionally.
- To have grievances/complaints regarding care that is (or fails to be) furnished, or lack of respect of property investigated.
- To be informed, in advance of care/services being provided and your financial responsibilities.
- To be informed of patient rights under state law to formulate an Advanced Directive, if applicable.
- To request and receive data regarding treatment, services or costs thereof, privately and with confidentiality.
- To be given information related to the uses and disclosure of your plan of care.
- To confidentiality and privacy of all information contained in the client/patient record.
- To voice grievances regarding treatment, care, or lack of respect for property, and to have those grievances investigated, without fear of restraint, interference, coercion, or discrimination.
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misuse of property.
- For additional information, visit the "Patient Privacy and Rights at Emory Healthcare" website. www.emoryhealthcare.org/patients-visitors/policies-privacy-and-rights/patient-rights

Patient Responsibilities

AS A PATIENT OF EMORY INFUSION SERVICES, YOU HAVE THE RESPONSIBILITY:

- To provide accurate and complete information regarding your past and present medical history, contact information and any changes.
- To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments.
- To participate in the development of your treatment plan.
- To communicate whether you clearly comprehend the course of treatment and plan of care.
- To comply with the plan of care and clinical instructions.
- To accept responsibility for your actions if refusing treatment or not complying with the prescribed treatment and services.
- To respect the right of pharmacy personnel.
- To notify your provider and the pharmacy if you experience any potential side effects and/or complications.
- To notify Emory Infusion Services by calling 404-778-4682 when medication supply is running low so a refill may be delivered to you promptly.
- To submit any forms that are necessary to participate in the program to the extent required by law.
- To give accurate clinical and contact information and to notify your care team of changes in this information.



Medicare DMEPOS Supplier Rules

This is a short version of the rules that all Medicare DMEPOS suppliers must follow to keep their billing privileges. The full rules can be found in 42 C.F.R. 424.57(c).

- Suppliers must follow all state and federal laws and have the right licenses.
- Suppliers must give correct information on their application and update any changes within 30 days.
- Someone with the authority to sign for the company must sign the application.
- Suppliers must get their products from their own stock or buy from approved companies. They cannot work with companies banned from Medicare.
- Suppliers must let customers know if they can rent or buy equipment and explain their options.
- Suppliers must tell customers about warranties and replace or fix items under warranty for free.
- Suppliers must have a physical store with a visible sign, set hours, and at least 200 square feet of space.
- Suppliers must allow Medicare to inspect their business to ensure they follow the rules.
- Suppliers must have a listed phone number. They cannot use only a pager, answering machine, or cell phone during business hours.
- Suppliers must have at least $300,000 in insurance to cover their business, employees, and customers. They must also have product liability insurance if they make their own products.
- Suppliers cannot directly ask Medicare patients to buy their products.
- Suppliers must deliver items, teach patients how to use them and keep records of deliveries and instructions.
- Suppliers must answer customer questions, handle complaints, and keep records of them.
- Suppliers must replace or repair rented Medicare items at no cost to customers.
- Suppliers must take back any defective devices or devices that are not a good fit for the customer.
- Suppliers must share these rules with customers.
- Suppliers must report anyone who owns or controls their business.
- Suppliers cannot sell or let others use their Medicare billing number.
- Suppliers must have a system to handle complaints and keep records of them.
- Complaint records must include the customer's name, address, phone number, Medicare number, and complaint details.
- Suppliers must give Medicare any required information.
- A Medicare-approved organization must accredit suppliers to keep their billing numbers.
- Suppliers must tell their accreditation group if they open a new location.
- All supplier locations must meet Medicare's quality standards and be accredited separately.
- Suppliers must list all the products and services they provide when they apply for accreditation.
- Suppliers must have a surety bond as required by Medicare.
- Suppliers must get oxygen supplies from a licensed oxygen provider.
- Suppliers must keep proper records of all orders and referrals.
- Suppliers cannot share their business location with another Medicare provider.
- Suppliers must be open at least 30 hours per week.
- The full supplier rules can be found at http://www.ecfr.gov. We can provide a written copy if requested.

Medicare Prescription Drug Coverage and Your Rights

YOUR MEDICARE RIGHTS:
You have the right to request a coverage determination from your Medicare drug plan if you disagree with the information provided by the pharmacy. You also have the right to request a special type of coverage determination called an "exception" if you believe:

- You need a drug that is not on your drug plan's list of covered drugs. The list of covered drugs is called a "formulary;"
- A coverage rule (such as prior authorization or a quantity limit) should not apply to you for medical reasons or
- You need to take a non-preferred drug, and you want the plan to cover the drug at a preferred drug price.

WHAT YOU NEED TO DO:
You or your prescriber can contact your Medicare drug plan to ask for a coverage determination by calling the plan's toll-free phone number on the back of your plan membership card or by going to your plan's website. You or your prescriber can request an expedited (24-hour) decision if your health could be seriously harmed by waiting up to 72 hours for a decision. Be ready to tell your Medicare drug plan:

1. The name of the prescription drug that was not filled. Include the dose and strength, if known.
2. The name of the pharmacy that attempted to fill your prescription.
3. The date you attempted to fill your prescription.
4. If you ask for an exception, your prescriber will need to provide your drug plan with a statement explaining why you need the off-formulary or non- preferred drug or why a coverage rule should not apply to you.

Your Medicare drug plan will provide you with a written decision. If coverage is not approved, the plan's notice will explain why coverage was denied and how to request an appeal if you disagree with the plan's decision. Refer to your plan materials or call 1-800-Medicare for more information. PRA Disclosure Statement According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

The valid OMB control number for this collection is 0938-0975. The time required to complete this information collection is estimated to average 1 minute per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS does not discriminate in its programs and activities: To request this form in an accessible format (e.g., Braille, Large Print, Audio CD), contact your Medicare Drug Plan. If you need assistance contacting your plan, call: 1-800-MEDICARE.

EMORY
HEALTHCARE

550 Peachtree Street NE
Suite 06.5P30
Atlanta, GA 30308

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