

Proprium

PHARMACY

Frequently Asked Questions:

❖ What is a specialty pharmacy?

Specialty pharmacies handle high cost medications for complex health conditions. These medications often require special handling, disposal, and/or monitoring. The pharmacy's team members help to identify and remove barriers so patients are able to take their medications and thus improve their quality of life.

❖ What services does Proprium Pharmacy provide?

- A live answer by a team member every time you call during business hours
- Support with insurance issues and financial assistance program enrollment
- Refill reminder calls to help you refill your medications on time
- Convenient delivery of your medication to your home or physician's office in an unmarked package
- Personalized care for every patient—We will work with you and your health care providers to develop a care plan based upon your individual health condition

❖ What are the hours for Proprium Pharmacy and how do I contact you?

Business Hours:

M-F 8:30 AM-5:30 PM EST

You may contact us at **Phone: (757)553-3568 or Toll Free (855)553-3568**

A pharmacist is on call 24 hours a day, 7 days a week for any emergency issues that may arise.

❖ How much will my medications cost?

The cost will vary based upon medication and your insurance plan. We will tell you this amount after we have processed your prescription.

❖ What if my insurance company doesn't cover my medications or I cannot afford the co-pay?

We have patient care advocates who are dedicated to working with your physician and insurance company to obtain coverage for your medications wherever possible. These patient care advocates also perform a thorough investigation and eligibility review of available patient financial assistance programs with the goal of lowering your cost as much as possible.

❖ **Does Proprium Pharmacy have access to all specialty medications?**

Proprium Pharmacy has access to most specialty medications. However, in the event we do not have access to your medication, we will transfer your prescription to a pharmacy that can provide the medication and we will contact you to let you know that has been done.

❖ **How do I pay for my medications?**

You can pay for your medications using any major credit card or debit card. We also accept healthcare flexible spending account (FSA) cards.

❖ **How do I receive my medications?**

Your medications will be shipped to your home, work, or physician's office via a local courier or FedEx. Confidential packaging is used to ensure protection of your privacy.

❖ **What is the cost for delivery?**

Nothing—the only cost for your medications is your co-pay.

❖ **How do I refill my medication?**

One of our staff members will contact you about 7 days prior to your refill due date to coordinate the delivery of your medications and needed supplies. These reminder calls are designed to serve as a reminder to refill your medications on time. If you don't hear from us and are due for your refill, please reach out to us at the numbers listed above.

❖ **How should I dispose of unused medications?**

Please contact the pharmacy for instructions or go to the following websites for information and instructions:

- [FDA - Safe Disposal of Medicines](#)
- [FDA - Disposal Of Unused Medicines - What You Should Know](#)