

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: Monday-Friday 8:30 AM-5:30 PM EST
- You may contact us at Phone: 757-553-3568 or Toll Free 1- 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 copayment and coinsurance?

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 copayment or coinsurance.

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 additional instructions or visit the following websites for information:

www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm

www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/default.htm