



151 Cochituate Road, Framingham, MA 1701  
P 508-202-9993 | Toll Free 1-844-769-8227  
Email: [info@myvcarepharmacy.com](mailto:info@myvcarepharmacy.com)

## FREQUENTLY ASKED QUESTIONS

### **Who can I call with questions?**

To reach a program representative or Pharmacist by phone at V-Care Pharmacy, call 508-202-9993 or our toll-free number 1-844-769-8227. You may also access a program representative or a Pharmacist in person by simply visiting during business hours at the following address:

Address: 151 Cochituate Road, Framingham, MA 01701

Business Hours: 9:00am – 7:00pm Monday through Fridays and 10:00am-3:30pm Saturdays

After business hours, we also have Pharmacist on call 24/7 to provide the same level of care around-the-clock. For non-urgent matters you may leave a message at the phone numbers above or email us at [info@myvcarepharmacy.com](mailto:info@myvcarepharmacy.com). For urgent matters, you may dial those numbers and select the option to connect to an on-call Pharmacist.

### **What is a Specialty Pharmacy?**

A Specialty Pharmacy is one that fills prescriptions for specialty medications. These types of prescriptions may be taken several different ways; through injection, infusion or taken orally. Usually, you cannot get these drugs at just any local retail pharmacy. These medications often need special storage and handling as well as regular medication and side effect counseling with patient specific education to help you with your disease therapy management. V-Care Pharmacy offers all of this and more.

### **What makes V-Care Pharmacy different from other Specialty Pharmacies?**

V-Care Pharmacy is a full service pharmacy that focuses on giving you personal attention while keeping your health and wellness in mind. We work closely with your providers and caregivers to ensure you always have the right medications at the right time. We offer several kinds of payment assistance for your medications and provide many options to help you stick to your medication regimen. Our experienced and knowledgeable staff is available to answer your questions 24 hours a day, 7 days a week. We are here for *you* to work with you towards a healthier, more fulfilling life.

### **What can I expect if I am filling a Specialty Medication prescription for the first time?**

After we receive your prescription either by you dropping it off or from your physician sending it in, we verify your information and enter it in to our system. We then obtain your medication history, which will help us to identify if there may be any potential medication interactions between your current medications and your new prescription. Your insurance and medication coverage eligibility is then determined. If a Prior Authorization is needed, we alleviate the stress and handle all the necessary paperwork and communication with your physician and insurance company for you. We then contact you directly to let you know when you are able to pick up your medication! We also offer complimentary follow up phone calls and refill reminders so that you never miss a dose in the future.

### **Patient Management Program**

If you are receiving Specialty Medications, V-Care Pharmacy and Surgical Supplies has a Patient Management Program that help you achieve better health outcomes. The program includes adherence calls well as initial and periodic therapy assessments for monitoring. The Specialty Pharmacy team will

work closely with all members of your health care team to ensure your therapy is and continues to stay appropriate and effective. Enrollment into patient services at V-Care Pharmacy provides the support, empowerment, and education you need achieve your treatment goals.

- To learn more about the program, you may always call and request to speak to a program representative and request written materials sent to you.
- To find out more information about your rights and responsibilities, you may request for V-Care Pharmacy to send you a copy of the Patient Management Program's Patient Bill of Rights and Responsibilities.
- To find out more about how your Personal Health Information is handled at V-Care Pharmacy and Supplies, you may request to have a copy of the Notice of Privacy Practices sent to you.

While participation in the program can provide you with the tools and support to benefit your health, there are some limitations. Limitations include our pharmacy's participating status in your insurance network and medication distribution network, the therapies covered by our program(s), and also, your willingness to take an active role in participation in the program.

\*Note that the Patient Management Program is optional and you may opt at any time for any reason once enrolled.

### **Tips for Communicating and Interacting with V-Care Pharmacy**

If you are a new patient, it always helps to have a list of your medications and your prescription insurance card on hand when contacting the pharmacy. We may be asking you for more information about your medical history in order to evaluate and make sure the medication your doctor prescribed is both safe and right for you to start. Be prepared to provide us with relevant health and contact information such as allergies, past therapies, current address and preferred contact number or method. During the call, a program representative may also take time explain to you the Patient Management Program and additional services we offer. The representative may also have a Pharmacist conduct an initial therapy assessment after collecting the relevant information. You are always allowed to opt out of program services or request additional information about our programs before making a decision.

If you are a returning patient, be prepared to provide updated information on any changes to your health history or contact preferences. During the communication, a pharmacist may conduct a quick therapy reassessment with you to ensure that your current medication is still appropriate and effective. If you are already enrolled in Patient Management Program services, you are also allowed to opt at any time or request additional program materials and resources.

### **How can V-Care Pharmacy help me stick to my Specialty Medication regimen?**

We offer many options to help you take your medication safely and consistently – these include Blister Packaging to make it easier for patients who take multiple doses a day. Our FREE Delivery service is available to make sure your medication is delivered on time, when you need it. We offer complimentary Refill Reminders to ensure that you never miss a dose. Lastly, our Medication Synchronization service allows all of a patient's prescriptions to be refilled on the exact same day of the month, eliminating the need for separate call-ins and pick-ups.

### **What kind of assistance is available for my Specialty Prescriptions?**

V-Care Pharmacy offers various coupons for several different Specialty Medications. In addition, we also offer co-pay assistance for qualified individuals to help you find additional sources of financial aid for your prescriptions. We also offer a Prescription Savings Club and 90-day prescription fills.

**Who can I talk to about my drug plan coverage and benefits?**

For any questions about your out-of-pocket costs (ex. deductibles, co-pays, co-insurance), you can always call our number or stop by our Pharmacy and request to speak to a program representative. Our program representatives or a Pharmacist can help explain your plan coverage as well as what options are available if your plan has restrictions on which pharmacy you can fill at (ex. out of pocket expenses vs. transfer of the prescription to another facility vs. cash price of medication upon request). V-Care's Pharmacy team will happy to assist you and may provide you the information in writing if requested.

**How can I find additional support and resources to help me manage my condition?**

V-Care Pharmacy has a list of patient resources to that may provide you the additional support you need to help manage your condition. You may always visit our location or call 508-202-9993 or our toll-free number 1-844-769-8227 to reach a program representative. Our program representative or Pharmacist will be able to discuss your needs and provide either resource recommendations or written information about other support groups and external programs that may be of benefit to you.

**How can I learn more about my drug product?**

By calling our number asking to speak to a program pharmacist, V-Care Pharmacy can provide you verbal or written information regarding product selection, substitution protocols and alternatives. You can also request to have medication guides, evidence-based health information and educational materials regarding your therapy, condition or treatment to be provided to you in written form.

**How do I order a refill?**

We make it a little easier for you and offer Free Refill Reminders! A week before your next refill is needed a V-Care Pharmacy staff member can call you to schedule your medication delivery or pick-up. They can also coordinate your home health care and medical equipment needs.

They will ask:

- How you are doing with your therapy?
- Are you still prescribed the same medicine?
- Do you still take the same dose?
- Are you having any side effects?
- Where you would like your next refill sent?

You may also call the pharmacy at 508-202-9993 and place a request through our automated refill line or by speaking with a member of our pharmacy staff.

**How long does it take to get my medications?**

If you are planning to pick up your medication at the store, you may place a walk-in order or call ahead. For walk-in orders, the pharmacy team will work on your medication right away and can typically have the prescription ready in under 15 minutes. If you have more than 10 medications, we request that place the order at least an hour prior to pick up so we can ensure we have the prescriptions all ready for you. For local delivery, our pharmacy deliveries daily in the afternoon. You may place in order early in the morning and still request for same day delivery. If the order is placed late afternoon or evening, we ask that you allow us time to deliver on the next business day. For non-local areas in which we use a courier, we ask that you call one to two days ahead for your order processed under standard overnight shipping.

**How do I check on the order of my status or find out about order delays?**

To check on the status of your order, simply call and request to speak to a pharmacy staff member. The staff member will be able to provide you with an update and information on the progress of your order. If for any reason there is a significant delay, a team member may contact you or you may call requesting to speak to a program pharmacist who can provide options on other ways to ensure you receive your medication on time. Options may include:

- Having a company driver re-deliver the medication
- Locating your closest preferred pharmacy that will be able to provide you the medication at comparable quality within the time frame you need.
- Using an alternate courier service

**What if my medication or refill is not available?**

There are instances where medications be out of stock for ordering or in which refills may not be covered by your plan. In these instances, you may request to speak to a pharmacist by phone or in person. The pharmacist will discuss with you your options such as:

- Transfer to another facility that has the medication in stock
- Transfer to another facility where your refill is covered by your benefit plan
- Contacting your provider to discuss possible medication alternatives that are in stock
- Contacting your provider to discuss possible substitutions covered by your plan at V-Care Pharmacy or are affordable at an out of pocket price to continue your services at our location

**How can I access my medications in the event of an emergency or disaster?**

V-Care Pharmacy and Surgical Supplies has plans in place to ensure that there are back up processes running during an emergency or disaster. In the event of an emergency or disaster, you should still be able to connect to a program representative or Pharmacist by dialing 508-202-9993. If for some reason the pharmacy is unable to fulfill your order within the time required, a Pharmacist will speak to you to discuss options or find a solution to ensure that there are no gaps in therapy. One option may be to locate the closest pharmacy of your choice that can provide you the medication you need quickly— If this is the case, V-Care Pharmacy and Surgical Supplies will take all the appropriate actions to transfer the prescription and all pertinent information over to make sure you receive the medication you within the required time frame.

**How is my Specialty Medication delivered?**

Your medication is delivered free via our V-Care Pharmacy delivery professionals. Packages are labeled in a way that protects your privacy. You decide where the package should be delivered: to your home, doctor's office, or another location. Once you receive your medication, you should follow the stated storage requirements. We offer this FREE delivery service to over two dozen counties in the surrounding areas – ask about your location today!

**Who can use Blister Packed Medications?**

Our Multi-Dose Blister Packs are great for independent living facilities or individuals who are taking multiple medications, while our Single-Dose Blister Packs benefit managed care facilities and group homes. Ask about this FREE service today!

**What can I expect if I am receiving Blister Packed medications from V-Care Pharmacy?**



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After submitting your prescription, we schedule a consultation to evaluate your needs and we take into consideration all of your medications and their dosages and timing. After the Blister Pack is created, you may pick it up or V-Care Pharmacy can arrange for the FREE delivery of the Blister Packaged medication to you. This helps to ensure that you will receive it on time. Our Pharmacy staff will contact you up to 7 days prior to any necessary refills to see if there are any changes that need to be made to the Blister Pack.

**What is the transfer process if my health plan requires me to use another facility or I want to use another service?**

To check the network status a pharmacy with your insurance plan or product manufacturer's distribution limits, you can request to speak to a representative by calling our main line. If your health plan requires you to use another facility or you would like to transfer to another service, you may call the pharmacy and ask for a program representative. The program representative will take down all the necessary information (ex. where the prescriptions need to be transferred, which medication, when do you need the medication, who is the prescriber, etc.). A program pharmacist will then either:

- Reach out to the other facility and provide all necessary information for the transfer or
- Notify your prescriber to send new prescriptions to the other facility in accordance with state and federal requirements

Once the transfer is completed, a representative at V-Care Pharmacy and Surgical Supplies will notify you that the prescription will be in process at the receiving facility. If more information is needed, you may speak to the Pharmacist or request additional written information about the transfer process.

**Who do I contact if I have a concern or complaint regarding the services provided to me by V-Care Pharmacy?**

At V-Care Pharmacy we value our customers and pride ourselves on providing exceptional patient care and customer service. If you have a concern or complaint regarding any services provided to you by our pharmacy, you are always able to contact the pharmacy directly at 508-202-9993 to speak with a member of our management team or you may email us at [vcarepharmacy12@gmail.com](mailto:vcarepharmacy12@gmail.com) and you will be responded to by the end of the business day. For a more detailed outline of our customer complaint process please look to our Patient Bill of Rights.

**What do I do if I experience an adverse reaction, have a treatment concern or suspect an error?**

V-Care Pharmacy takes patient safety seriously. At any time during your care, if you believe that you are experiencing an adverse reaction, have a major treatment concern or believe you an error has occurred, you may contact the pharmacy directly at 508-202-9993 to speak to a Pharmacist or a member of our clinical team. We will work together with you and other members of your health care team to resolve the issue. For after hours, you may select the option to reach a Pharmacist on call. If it an emergency, you should call 911 or seek appropriate urgent care.

To report an adverse event to the FDA, you may access instructions on how to submit the appropriate form at: <https://www.fda.gov/Drugs/GuidanceComplianceRegulatoryInformation/Surveillance/AdverseDrugEffects/ucm115894.htm>. A pharmacist at V-Care Pharmacy can be reached to assist you in form submission and completion.

**What do I do if I suspect one of my medications has been recalled?**

If you receive a recall notice for a medication you suspect you have been dispensed, call the pharmacy letting the representative know you are reaching out regarding a recall. The call will be transferred to a



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Pharmacist who will be able to provide you more details regarding the notice and the appropriate actions to take. The pharmacist work with you to determine if you possess the recalled medication and contact your provider as necessary to find a solution. You may request V-Care Pharmacy and Surgical Supplies to send you written communication with more information about the recall.

**How do I dispose of my unused medications?**

Call the main phone number to reach a program representative. The program representative can connect with a Pharmacist that will be able to provide you the appropriate recommendations or instructions. A written copy of instructions can also be requested and provided regarding the safe disposal of your medications.

**For all other questions, feel free to call, visit or email V-Care Pharmacy and Surgical Supplies' Patient Management Program team or other appropriate representative regarding your inquiries.**