

# Specialty Pharmacy

## Personalized Medication Management after Transplantation

Serving patients of Mayo Clinic

### Questions and Answers

#### **Q: What is Mayo Clinic Specialty Pharmacy?**

**A:** The Mayo Clinic Specialty Pharmacy offers convenient, personalized pharmaceutical services to patients after transplantation. The Specialty Pharmacy can provide the long-term drug therapies you will need when you return home after your transplant. Experienced pharmacy professionals work closely with your Mayo Clinic transplant team to develop an individualized program for you at no additional cost.

#### **Q: How is Mayo Clinic Specialty Pharmacy different from other pharmacies?**

**A:** Mayo Clinic Specialty Pharmacy is designed to meet the unique needs of transplant patients. Mayo Clinic pharmacists and technicians are trained in all aspects of transplant medicine and the pharmacy stocks specific medications for transplant patients, in addition to everyday medications found at most local pharmacies. Uniquely, Mayo Clinic pharmacists have access to your complete medical record to facilitate accurate and efficient coordination of your medical care. The Specialty Pharmacy also coordinates billing and prescription drug coverage claims on your behalf.

#### **Q: What does the Specialty Pharmacy program cost me?**

**A:** There are no enrollment or membership fees. Mayo Clinic provides this service to its transplant patients as an extension of the Mayo Model of Care.

#### **Q: Will Mayo Clinic bill my prescription drug coverage plan?**

**A:** Mayo Clinic Specialty Pharmacy will complete a detailed analysis of all available third-party payer support. We submit claims to private insurance companies, Medicare and other third-party payers. Our Specialty Pharmacy services are accepted by many major prescription drug plans. You will need to provide credit card information to the Mayo Clinic Specialty Pharmacy for the processing of your cost-sharing amounts (co-payments and coinsurance).

#### **Q: How will I obtain my medications on the day of dismissal?**

**A:** The day of dismissal can be a busy and even overwhelming time for you. If you choose Mayo Clinic Specialty Pharmacy, medications will be coordinated through your transplant team.

#### **Q: What will my co-payment or coinsurance be for each drug?**

**A:** Your cost-sharing amount (co-payment or coinsurance amounts you are responsible for) are determined by your prescription drug plan or insurance company. The cost-sharing amount may vary for each person by drug. The Mayo Clinic Specialty Pharmacy will complete a detailed drug benefit investigation and make it available to you.

**Q: How do I pay for my medications?**

**A:** You will need to provide credit card information to the Mayo Clinic Specialty Pharmacy for the processing of your cost-sharing amounts (co-payments and coinsurance).

**Q: How will I receive my medications when I am at home?**

**A:** Mayo Clinic Specialty Pharmacy, located at Mayo Clinic in Rochester, Minnesota will send your medications to the location that best meets your needs. Medications are sent by express courier service to ensure you receive them quickly and safely.

**Q: How do I obtain refills for my medications?**

**A:** Each month you will be contacted by a patient care coordinator who will coordinate additional shipments and monitor your progress with your therapy. If you are given a new medication or dosing change, please contact Mayo Clinic Specialty Pharmacy so that we can make arrangements for your next shipment.

**Q: What if I have questions about my medications?**

**A:** You will speak with a specialty pharmacist to review your medications. A number of medication questions often come up following a transplant and meeting with the pharmacist can give you peace of mind. The pharmacist works closely with the transplant team to ensure your medications match your medical care. Coordination and communication of your medication needs are critical.

**Q: What can I expect from Mayo Clinic Specialty Pharmacy?**

**A:** Specialty pharmacists and patient care coordinators are available at Mayo Clinic Specialty Pharmacy to answer questions and coordinate your ongoing supply of medications. The Specialty Pharmacy will manage all prescription changes through your transplant coordinator and other transplant team members. Patient care coordinators can assist you with prescription coverage issues related to transplant medications and can speak with you about your medication bills and reimbursement from your third-party payers.

**Q: How do I enroll in the Mayo Clinic Specialty Pharmacy?**

**A:** To start the enrollment process, simply call **1-800-337-3736**. Mayo Clinic Specialty Pharmacy will process all required paperwork to enroll you in the service and will work closely with your medical plan or insurance company to coordinate your benefits.



For more information about the Mayo Clinic Specialty Pharmacy, visit our Web site at [www.mayoclinic.org/specialty-pharmacy](http://www.mayoclinic.org/specialty-pharmacy). For more information on specific diseases or other health conditions, please visit Mayo Clinic's online reference Web site at [www.mayoclinic.com](http://www.mayoclinic.com).



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