

# Essentia Health Specialty Pharmacy

*Specialty service, close to home*

You chose a physician who is a specialist — it also makes sense to choose a pharmacy that specializes in your medication needs. At the Essentia Health Specialty Pharmacy, we have partnered with your healthcare team to design a specialty pharmacy that ensures you receive convenient and safe specialty medications to fit your care needs.

As a member of your specialty care team, we are able to work closely with your physician to ensure you obtain the right dose of medications at the right time. Also, because we are part of Essentia Health, we share the same access to your electronic medical record. Having your specialty medication records in the same place as your medical records allows your physician to have a real-time look into your specialty medication needs.

## Part of your care team

We function as part of your care team, allowing us to make sure you are achieving the best outcomes from your medication therapy. Your specialty pharmacy team consists of:

- Specialty pharmacists
- Registered nurses
- Pharmacy care coordinators

We will work together with your healthcare team to manage your medications and assist in your care plan.

## Personal attention

Every month, we will work directly with you to ensure you are able to take your medications as your physician prescribed in order to achieve the best outcomes and quality of life. Our staff is available to talk anytime you have a concern.

## Insurance coverage

Your specific insurance plan may require some out-of-pocket expense, or copay, to fill your medication. We will work with you, your physician and your insurance company to obtain all the information necessary to fulfill your prescription. We will actively seek if copay and financial assistance is available for you to ensure your medications are as affordable as possible.

## Convenience

A pharmacy staff member will call you once a month to coordinate your refills for timely and convenient delivery.

## Shipping with care

No matter where you live, we will make sure you get your medications where and when you need them. There is no charge for our mail order service. Convenient options include:

- FedEx overnight shipping
- Local delivery service
- Pick-up at your local Essentia Health pharmacy

## Essentia Health Specialty Pharmacy

715.817.7145

844.380.5626

[EssentiaHealth.org/SpecialtyPharmacy](https://EssentiaHealth.org/SpecialtyPharmacy)



**Essentia Health**

Here with you

# FAQ

## Frequently Asked Questions

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

A specialty pharmacy fills prescriptions for specialty medications. Specialty medications are typically not available through a local retail pharmacy and often require special storage, handling and regular check-ins with a nurse or pharmacist specific to your treatment plan.

### **What are Specialty Medications?**

Specialty medications are used to treat serious, complex or chronic medical conditions such as cancer, hepatitis, multiple sclerosis, rheumatoid arthritis, HIV/AIDS and many others. They're typically oral or injectable and can be self-administered by the patient or with the help of a family member or caregiver.

### **Am I required to use the Essentia Health Specialty Pharmacy?**

Depending on your insurance plan, you may be encouraged or even required to use a different specialty pharmacy. However, your out-of-pocket costs may vary based on the specialty pharmacy you choose. Our team will make sure you understand your options to choose a specialty pharmacy that is right for you.

### **How do I get my Specialty Medications?**

Your specialty medications are safely and discreetly delivered to the destination that is most convenient for you – including your home, work or other convenient location. We will work with you to determine where and when you would like the medication delivered.

### **Is financial assistance available to help cover the cost of my Specialty Medication?**

Your Essentia Health Specialty Pharmacy team can tell you if there are financial assistance options available from a manufacturer or foundation related to your medical condition.

### **When will I receive my Specialty Medications?**

Shipping dates can vary based on whether your medication requires a prior authorization. If required, we will gather the necessary information and submit it on your behalf. Once your specialty medication prescription is approved, you will receive your medication within 48 hours, unless otherwise requested. We will keep you updated throughout this process.

### **How do I order a refill of my Specialty Medication?**

Five to seven days before your next refill is due, a member of our team will call you to coordinate your refill and schedule your delivery. If your prescription has refills available, you may request a refill by calling the pharmacy at 1-844-380-5626 and speaking to a member of our pharmacy team or by using the automated phone system.

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