

Welcome to Inova Pharmacy Plus



Table of Contents

Introduction and Summary of Services.	1
Important Information	2
Emergency and Disaster Preparedness Information	5
Handwashing	7
Home Safety Information	8
Patient Bill of Rights and Responsibilities	12
Medicare DMEPOS Standards	17
Medicare Prescription Drug Coverage and Your Rights . .	20

Hours of Operation and Contact Information:

Inova Pharmacy Plus
Inova Schar Cancer Institute
8081 Innovation Park Dr.
2nd Floor
Fairfax, VA 22031

Phone: 571.472.1100
Toll Free: 1.833.491.2812

Hours of Operation: Monday – Friday: 8 a.m. – 6 p.m.
Saturday – Sunday: Closed

Inova Pharmacy Plus at Inova Schar Cancer Institute

Inova Pharmacy Plus at Inova Schar Cancer Institute understands that some medical needs may be difficult to manage. Our staff is dedicated to working with you, your doctors and nurses, and family and friends as a fully integrated healthcare team. Our primary goal is to provide you with quality care.

You can expect:

- **Personalized care and regular follow-ups:** Our specially trained staff members will work with you to discuss your treatment plan and address your questions or concerns.
- **A medication benefit counselor:** In cases where you are prescribed a medication that your insurance plan may not cover, we will work diligently to lower your prescription costs by getting the medication covered, switching to a medication that is covered or applying valid manufacturer discounts.
- **A patient management program:** When you follow the treatment plan determined by your healthcare team, the program is designed to provide benefits such as managing side effects, which increases adherence to drug therapies and promotes overall improvement of your health. If you no longer wish to participate in our patient management program, you may contact our team by phone to opt out.
- **In-depth consultation services**
- **Automated telephone refills**
- **Free FedEx/courier delivery of your medication upon request**
- **Prescription transfer if Inova Pharmacy Plus at Inova Schar Cancer Institute cannot fill the prescription**
- **24/7 support**

We look forward to providing you with the best service possible. It is a privilege to be part of your care team at Inova Schar Cancer Institute.

– The Inova Pharmacy Plus Team

Important Information

Contact us if:

- You have any questions or concerns about your medication
- You suspect a reaction or allergy from your medication
- A change has occurred in your medication use
- You would like to start taking a vitamin/supplement or any over-the-counter medication
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- You need to check the status of your delivery
- You need to reschedule or change your delivery
- You have any questions or concerns about our specialty pharmacy service

Prescription Transfers

- If you feel our pharmacy is unable to meet your needs, we can transfer your prescription to an appropriate pharmacy of your choice. All we request is a phone call from you to inform us where you would like your prescriptions transferred.
- If our pharmacy can no longer provide your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care before transferring your prescription.

Delivery and Storage of Your Medication

- We will deliver medication to your home, your doctor's office or an alternative location at no cost to you.

Note: We require a signature for delivery of all controlled substances, refrigerated medications and high-cost medications.

- If your medication requires refrigeration, we will ship it in special packaging that will maintain the appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the box, and place it in the refrigerator. If the package looks damaged or is not in the correct temperature range, please call us toll free at **1.833.491.2812**.

Adverse Drug Reactions

- If you are experiencing adverse effects from your medication, please contact your doctor or our pharmacy as soon as possible.

Drug Substitution Protocols

- From time to time, it is necessary to substitute generic drugs for brand name drugs. This may occur if your insurance company prefers the generic drug be dispensed or in an effort to reduce your copay.

Payment Policy

- Before your care begins, a team member will inform you of your financial obligations that are not covered by your insurance or other third-party sources. These obligations include, but are not limited to, out-of-pocket costs such as deductibles, copays, coinsurance and annual out-of-pocket limits. We will also provide this information to you if there is a change in your insurance plan.

Insurance Claims

- Inova Pharmacy Plus will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a team member will notify you, so we can work together to resolve the issue.

Copayments

- You may be required to pay a part of your medication cost, called a copayment. If you have a copayment, it must be paid at the time of shipping. We accept checks, Visa®, MasterCard®, American Express® and Discover®. We can maintain your credit card information on file in a secured environment, if you wish.

Financial Assistance

- We have access to financial assistance programs to help with copays and to offset any financial barriers to starting your medication. These programs include patient saving programs from drug manufacturers and assistance from various disease management foundations. We will help you enroll into such programs.

Proper Disposal of Sharp Objects

- Place all needles, syringes and other sharp objects into a sharps container. It will be provided by the pharmacy if you are prescribed an injectable medication.
- Contact local waste pickup services for their policy on sharps container pickup. You can also check the following website for additional information:
 - [fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/sharps-disposal-containers](https://www.fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/sharps-disposal-containers)

Proper Disposal of Unused Medications

- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
 - [fda.gov/consumers/consumer-updates](https://www.fda.gov/consumers/consumer-updates)
 - [fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines](https://www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines)

Drug Recalls

- If your medication is recalled, Inova Pharmacy Plus will contact you with further instructions, as directed by the U.S. Food and Drug Administration or drug manufacturer.

Concerns or Suspected Errors

- Patients and caregivers have the right to voice complaints and/or recommendations about services to the pharmacy. Patients and caregivers can do so by phone, fax, written letter or email. We will address your concern within five business days.
- The following organizations are available to contact at any time, should you feel your complaint was not resolved by the pharmacy:
 - Virginia Board of Pharmacy
dhp.virginia.gov/pharmacy
804.367.4456
 - URAC Complaint Info
urac.org/file-a-grievance
202.216.9010
 - Accreditation Commission for Health Care Complaint Info
New website: **achc.org/contact/**
855.937.2242

For additional information regarding your condition or diagnosis, you can visit the following websites:

Cancer

American Cancer Society: **cancer.org/cancer**

Chemocare: **chemocare.com**

Crohn's Disease and Colitis

Crohn's and Colitis Foundation: **crohnscolitisfoundation.org**

Cystic Fibrosis

Cystic Fibrosis Foundation: **cff.org**

Growth Disorders

Endocrine Web: **endocrineweb.com**

Hepatitis C

American Association for the Study of Liver: **hcvguidelines.org**

HIV

National Institutes of Health: **aidsinfo.nih.gov**

Hyperlipidemia

Familial Hypercholesterolemia Foundation: thefhfoundation.org

Lung Disease

American Lung Association: lung.org

Multiple Sclerosis

National Multiple Sclerosis Society: nationalmssociety.org

Organ Transplant

UNOS: transplantliving.org

National Kidney Foundation: kidney.org

Psoriasis

National Psoriasis Foundation: psoriasis.org

Rheumatological Disease

American College of Rheumatology: rheumatology.org

Emergency and Disaster Information

In the event of a disaster in your area, please contact Inova Pharmacy Plus to advise us on how to deliver your medication. This will ensure your therapy is not interrupted.

Inova Pharmacy Plus has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters include fire to our facility, chemical spills in the community, earthquakes, hurricanes, tornadoes and community evacuations. Our primary goal is to continue to serve your prescription care needs. When there is a threat of disaster or inclement weather in the area, Inova Pharmacy Plus will contact you in advance. However, if there is a threat of disaster or inclement weather outside the Fairfax area, it is your responsibility to contact the pharmacy before the occurrence (if possible). This will ensure you have enough medication to sustain you.

Inova Pharmacy Plus will use every resource available to continue to serve you. However, there may be circumstances where Inova Pharmacy Plus cannot meet your needs due to the scope of the disaster. In that case, you must use the resources of your local rescue or medical facility. Please read the guide below to aide you in case of an emergency or disaster.

1. Inova Pharmacy Plus will call you three to five days before an inclement weather emergency such as a severe thunderstorm, using the weather updates as a point of reference.
 - a. If you are not in the Fairfax County area and are aware you will be experiencing inclement weather, you are responsible for calling the pharmacy three to five days before the occurrence.
2. Inova Pharmacy Plus will send your medication via courier or FedEx with next-day delivery during any suspected inclement weather emergencies.
3. If Inova Pharmacy Plus cannot get your medication to you before an inclement weather emergency occurrence, we will transfer your medication to a local specialty pharmacy, so you do not go without the medication.
4. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication. Visit your local hospital immediately if you will miss a dose.
5. The pharmacy recommends all patients leave a secondary emergency number. If you have an emergency that is not environmental but personal and you need your medication, please contact the pharmacy at your convenience, and we will help you.

Washing Your Hands

The most important step to prevent the spread of germs and infections is handwashing. Wash your hands often. Be sure to wash your hands each time you:

- Touch any blood or body fluids
- Touch bedpans, dressings or other soiled items
- Use the bathroom or bedpan

If you are coughing, sneezing or blowing your nose, clean your hands often. Before you eat, always clean your hands.

How you should clean your hands with soap and water:

- Wet your hands and wrists with warm water.
- Use soap. Work up a good lather, and rub hard for 15 seconds or longer.
- Rinse your hands well.
- Dry your hands well.
- Use a clean paper towel to turn off the water. Throw the paper towel away.

How you should clean your hands with hand sanitizers (waterless hand cleaners):

- For gel product, use one application.
- For foam product, use a golf-ball-sized amount.
- Apply the product to the palm of your hand.
- Rub your hands together. Cover all surfaces of your hands and fingers, and rub until they are dry.

Home Safety Information

The following are some guidelines to help you keep a careful eye on your home and maintain safe habits. Shortcuts may be harmful. Correct unsafe conditions before they cause an accident. Take responsibility. Keep your home safe. Keep emergency phone numbers handy.

Medication

- If children are in the home, store medications and poisons in child-proof containers that are out of reach.
- All medications should be labeled clearly and left in their original containers.
- Do not give or take medications prescribed for other people.

- When taking or giving medication, read the label, and measure doses carefully.
- Know the side effects of the medication you are taking.
- Do not throw away outdated medication by pouring it down a sink or flushing down the toilet.

Preventing Slips and Falls Using Mobility Items

When using mobility items to get around such as canes, walkers, wheelchairs and crutches, you should use extra care to prevent slips and falls.

- Avoid using a walker, cane or crutches on slippery or wet surfaces.
- Always put your wheelchair or seated walker in the locked position when standing up or before sitting down.
- Wear shoes when using these items, and try to avoid obstacles in your path, as well as soft and uneven surfaces.

Slips and Falls

Slips and falls are the most common, and often most serious, accidents in the home. Here are some ways you can prevent them:

- Arrange furniture to avoid obstacles.
- Install handrails on all stairs, showers, bathtubs and toilets.
- Keep stairs clear and well lit.
- Place rubber mats or grids in showers and bathtubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath or dizziness.
- Wipe up all water, oil or grease immediately.
- Pick up and keep items that could trip you out from underfoot, including electrical cords and rugs.
- Keep drawers and cabinets closed.
- Install good lighting to avoid feeling your way in the dark.

Lifting

If an item is too big, too heavy or too awkward to move alone, get help. The following are some ways you can help prevent low back pain or injury:

- Stand close to the load with your feet apart for good balance.
- Bend your knees and “straddle” the load.
- Keep your back as straight as possible while you lift and carry the load.
- Avoid twisting your body when carrying a load.
- Plan ahead, and clear your way.

Electrical Accidents

Watch for early warning signs such as overheating, a burning smell or sparks. Unplug the appliance, and get it checked right away. Here are some ways you can prevent electrical accidents:

- Keep cords and electrical appliances away from water.
- Do not plug cords under rugs, through doorways or near heaters. Check cords for damage before use.
- Extension cords must have a big enough wire for larger appliances.
- If you have a broken plug outlet or wire, get it fixed right away.
- Use a three-prong outlet to prevent shock in case of electrical fault.
- Do not overload outlets with too many plugs.
- Use three-prong adapters when necessary.

Gas Leaks

- Open windows and doors.
- Shut off the appliance involved. You may be able to refer to your gas bill for an emergency phone number, or call 911. All calls should be made from a neighbor’s phone. (Do not use your home telephone – dialing may create electrical sparks.)

- Don't use matches or turn on electrical switches.
- Don't light candles.
- If your gas company offers free annual inspections, take advantage of them.

Fire

Pre-plan and practice your fire escape. Create an exit plan by identifying at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some ways to prevent fires:

- If there is oxygen in use, place a "No Smoking" sign in plain view for all persons entering the home.
- Throw away old newspapers, magazines and boxes.
- Empty wastebaskets and trashcans regularly.
- Do not empty ashtrays or toss matches into wastebaskets unless you know they are out. Wet them down first or empty them into the toilet.
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar. Keep paper, wood and rugs away from areas where sparks could hit them.
- Be careful when using space heaters. Follow manufacturer's instructions.
- Follow instructions when using a heating pad to avoid serious burns.
- Check your furnace and pipes regularly. If nearby walls or ceilings feel hot, add insulation.
- Install smoke detectors. They are your best early warning. Test frequently, and change the battery every year.
- Keep a fire extinguisher in your home, and know how to use it.

If you have a fire or suspect a fire:

1. Take immediate action according to your exit plan. Escape is your top priority.
2. Get help on the way – with no delay. Call 911.
3. If your fire escape is cut off, close the door, and seal the cracks with sheets, towels or clothing to hold back smoke. Signal for help from the window.

Patient Bill of Rights and Responsibilities

Inova Pharmacy Plus recognizes that patients have inherent rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the pharmacist on duty. Patients and their families also have responsibilities while under the care of Inova Pharmacy Plus to facilitate the provision of safe, high-quality healthcare for themselves and others. The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals.

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your own plan of care.

As our patient, you have the right to:

- Select those who provide you with pharmacy services
- Receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference, or physical or mental handicap
- Be treated with friendliness, courtesy and respect by each and every individual representing our pharmacy who provide treatment or services for you, and be free from neglect or abuse, be it physical or mental
- Assist in the development and preparation of your plan of care that is designed to satisfy, as best as possible, your current needs, including management of pain

- Be provided with adequate information from which you can give your informed consent for commencement of services, the continuation of services, the transfer of services to another healthcare provider or the termination of services
- Express concerns, grievances or recommend modifications to your pharmacy regarding services or care, without fear of discrimination or reprisal
- Request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans
- Receive treatment and services within the scope of your plan of care, promptly and professionally, while being fully informed as to our pharmacy's policies, procedures and charges
- Request and receive data regarding treatment, services or costs thereof privately and with confidentiality
- Be given information as it relates to the uses and disclosure of your plan of care
- Have your plan of care remain private and confidential, except as required and permitted by law
- Receive instructions on handling drug recall
- Expect confidentiality and privacy of all information contained in the client/patient record and of protected health information, which will only be shared with the medication management program in accordance with state and federal law
- Receive information on how to access support from consumer advocacy groups
- Receive pharmacy health and safety information to include consumer rights and responsibilities
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care

- Be informed, both verbally and in writing, in advance of care being provided of the charges, including payment for care/ service expected from third parties and any charges for which the client/patient will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of your rights under state law to formulate an advance directive, if applicable
- Have your property and person treated with respect, consideration and recognition of your dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of your property
- Voice grievances/complaints regarding treatment or care, or lack of respect of property, or recommend changes in policy, personnel or care/service without restraint, interference, coercion, discrimination or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished or lack of respect for property investigated
- Expect confidentiality and privacy of all information contained in your record and of protected health information
- Be advised on agency's policies and procedures regarding the disclosure of clinical records

- Choose a healthcare provider, including choosing an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of your responsibilities

As a patient, you have the responsibility to:

- Provide accurate and complete information regarding your past and present medical history, contact information and any changes to this information
- Agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments
- Participate in developing and updating a plan of care
- Communicate whether you clearly comprehend the course of treatment and plan of care
- Comply with the plan of care and clinical instructions
- Accept responsibility for your actions if you refuse treatment or do not comply with the prescribed treatment and services
- Respect the rights of pharmacy personnel
- Notify your physician and Inova Pharmacy Plus of any potential side effects and/or complications
- Notify Inova Pharmacy Plus by telephone when medication supply is running low, so refill may be shipped to you promptly
- Maintain any equipment provided

Specialty pharmacy patients have these additional rights and responsibilities:

- To know about philosophy and characteristics of the patient management program

- To have personal health information shared with the patient management program only in accordance with state and federal laws
- To identify the program's staff members, including the program supervisor, and their job titles, and to speak with a team member's supervisor if requested
- To speak to a healthcare professional
- To receive information about the patient management program
- To receive administrative information regarding changes in or termination of the patient management program
- To decline participation, revoke consent or unenroll from the patient management program at any point in time
- To submit any forms that are necessary to participate in the patient management program to the extent required by law
- To give accurate clinical and contact information, and to notify the patient management program of changes in this information
- To notify the treating provider of your participation in the patient management program, if applicable

Medicare Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Standards

Note: This is an abbreviated version of the DMEPOS standards every supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable federal and state licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.

4. A supplier must fill orders from its own inventory or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any state healthcare programs, or any other federal procurement or nonprocurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment and of the purchase options for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable state law, and repair or replace (free of charge) Medicare-covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit the Centers for Medicare and Medicaid Services (CMS) or its agents to conduct onsite inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition, see 42 CFR§ 424.57(c) (11).

12. A supplier is responsible for delivery of, and must instruct beneficiaries on the use of, Medicare-covered items and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
14. A supplier must maintain and replace (at no charge or repair cost either directly, or through a service contract with another company) any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number (i.e., the supplier may not sell or allow another entity to use its Medicare billing number).
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).

23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose (upon enrollment) all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57(d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j)(3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom-made orthotics and prosthetics.

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary:

The products and/or services provided to you by (supplier legal business name or DBA) are subject to the supplier standards contained in the federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (i.e., honoring warranties and hours of operation). The full text of these standards can be obtained at ecfr.gpoaccess.gov. Upon request we will furnish you a written copy of the standards.

Enrollee's Name: (Optional) _____

Drug and Prescription Number: (Optional) _____

Medicare Prescription Drug Coverage and Your Rights

Your Medicare Rights

You have the right to request a coverage determination from your Medicare drug plan if you disagree with information provided by the pharmacy. You also have the right to request a special type of coverage determination called an "exception" if you believe:

- You need a drug that is not on your drug plan's list of covered drugs. (The list of covered drugs is called a "formulary.")
- A coverage rule (such as prior authorization or a quantity limit) should not apply to you for medical reasons.
- You need to take a nonpreferred drug, and you want the plan to cover the drug at a preferred drug price.

What You Need to Do

You or your prescriber can contact your Medicare drug plan to ask for a coverage determination by calling the plan's toll-free phone number on the back of your plan membership card or by going to your plan's website. You or your prescriber can request an expedited (24-hour) decision if your health could be seriously harmed by waiting up to 72 hours for a decision. Be ready to tell your Medicare drug plan:

1. The name of the prescription drug that was not filled. Include the dose and strength, if known.
2. The name of the pharmacy that attempted to fill your prescription.
3. The date you attempted to fill your prescription.
4. If you ask for an exception, your prescriber will need to provide your drug plan with a statement explaining why you need the off-formulary or non-preferred drug or why a coverage rule should not apply to you.

Your Medicare drug plan will provide you with a written decision. If coverage is not approved, the plan's notice will explain why coverage was denied and how to request an appeal if you disagree with the plan's decision.

Refer to your plan materials, or call 1.800.Medicare for more information.

PRA Disclosure Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection is 0938-0975. The time required to complete this information collection is estimated to average one minute per response, including the time to review instructions, search existing data resources and gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Blvd., Attn: PRA Reports Clearance Officer, Baltimore, MD 21244-1850.

CMS does not discriminate in its programs and activities. To request this form in an accessible format (e.g., Braille, Large Print, Audio CD), contact your Medicare Drug Plan. If you need assistance contacting your plan, call: 1.800.MEDICARE.

Form CMS -10147 OMB Approval No. 0938-0975 (Expires: 02/28/2025)

Inova Pharmacy Plus
Inova Schar Cancer Institute
8081 Innovation Park Dr.
2nd Floor
Fairfax, VA 22031
P: 571.472.1100
Toll Free: 1.833.491.2812

Inova Schar Cancer Institute

Inova Schar Cancer Institute is a state-of-the-art cancer care destination in the Washington, DC, region designed to meet the needs of our evolving region and to bring healing and hope to our patients. Inova Schar Cancer Institute is a department of Inova Fairfax Hospital.

The Inova Schar Cancer Institute team – 1,000+ doctors, researchers, nurses, cancer specialists and emotional support experts – delivers the nation's highest standard of compassionate, collaborative and holistic cancer care, customized to the needs of each patient.

Nationally renowned specialists, surgeons, genetic counselors and leading researchers are backed by the latest in drug discovery, clinical trials, research and advanced treatments.

Together, we are dedicated to delivering the best quality cancer care, from diagnosis to survivorship.

Follow Inova Schar Cancer Institute for the latest news and updates.



inovaschar



@inovaschar



INOVA[®]

Schar Cancer Institute