

## Do you accept my prescription benefits coverage?

In most cases, we are able to utilize your prescription benefits to cover the cost of your medications. We work with most major benefit providers, including Medicare Part B and Part D as appropriate. If your coverage requires the use of a mail-order pharmacy for longer-term prescriptions, we will work with you to determine your best option.

## Which medications can be filled in the medically integrated pharmacy?

We can provide any self-administered medications or oral medications that are prescribed by physicians of the Roswell Park Care Network. This would include most oral chemotherapy agents, supportive care medications, and self-injectable medications. If your insurance plan requires you to use a specific pharmacy, we will help to coordinate and ensure your medication is filled in a timely manner.

## Do I have to fill my prescriptions at this office?

No, you still have the option to have your prescription filled at any location that carries your medication and accepts your benefits coverage. This service is offered as a convenient option for Roswell Park Care Network patients. Your choice to fill your prescription here or elsewhere will not affect your medical care.

## How long will it take for my prescription to be available?

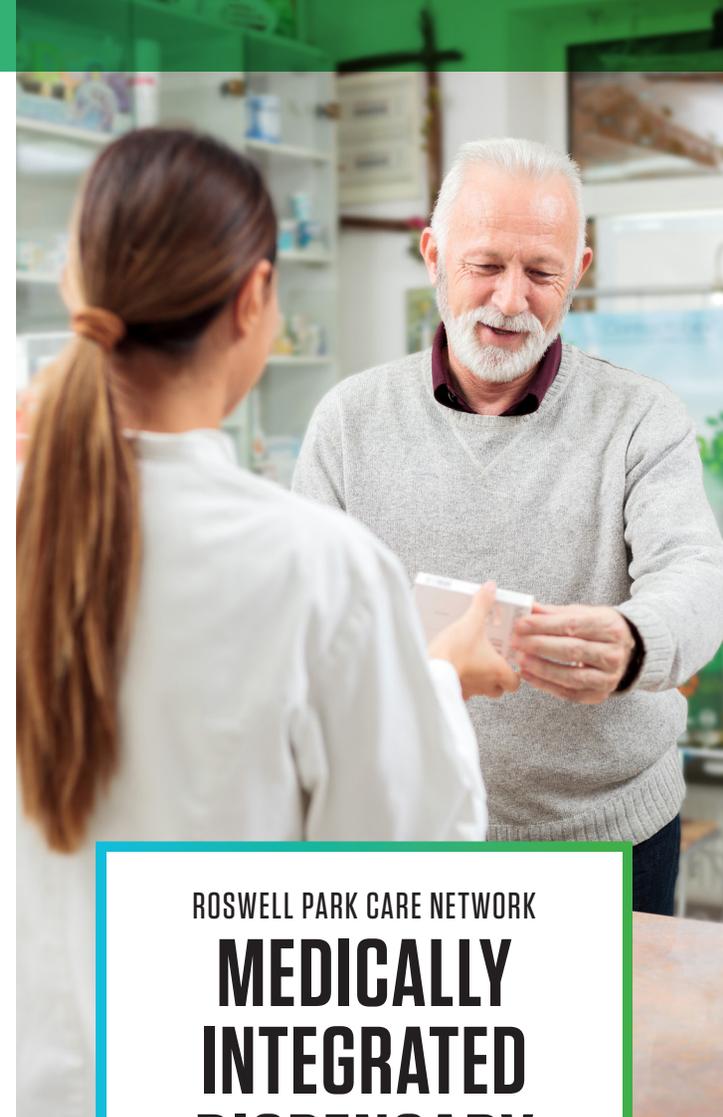
Your prescription may be available immediately or depending on your insurance might take a few days. We work with your benefits provider and any other co-pay assistance resources available to you before filling the prescription. If the medication is not available right away, we will notify you when it can be picked up.

## How soon is this service available?

You can begin utilizing the medically integrated dispensary as soon as we have your prescription information on file.

## Why is the Roswell Park Care Network offering this service?

Patients who have faster and easier access to their medication and can leave their appointment with their chemotherapy in hand are more likely to have better outcomes from consistently taking their medications at home. We are committed to providing the best care for our patients and streamlining the prescription process is part of that.



ROSWELL PARK CARE NETWORK  
**MEDICALLY  
INTEGRATED  
DISPENSARY**

716-634-3340 ext. 5641.



Roswell Park Care Network  
Medically Integrated Dispensary  
Hematology and Oncology Northtowns

199 Park Club Lane, Williamsville, NY



### On-site dispensing

To make your treatment more convenient, Roswell Park Care Network is pleased to offer many prescriptions through our medically integrated dispensary to save you time.

### Confirming benefits

The first time you utilize this service, we may ask for your insurance healthcare benefits cards to confirm your coverage providers and determine which prescriptions we can fill.

### Co-payment options

We are able to determine the best co-payment options and offers available to you to reduce out-of-pocket costs.

### Doctor communication

Our pharmacist has a direct line of communication with your doctor and is well-versed in the medications we provide, allowing for faster responses to any questions you might have.



### QUESTIONS

Your care team can help provide more information on the medically integrated dispensary, or call **716-634-3340 ext. 5641.**

## Based on your benefits and coverage, we will determine if we can fill your prescription here:



### YES

If we can fill your prescription on-site, you will be contacted when your prescription is available and ready to be filled.

#### Medication education and counseling

You will be contacted by the dispensary to review any new medications.

#### Pickup at your closest Roswell Park Care Network location

- Northtowns
  - Southtowns
  - Jamestown
  - Dermatology
- (Delivery available if appropriate)

#### Adherence follow-up

You will be contacted by the dispensary staff, with more frequent calls at the beginning of your medication regimen, to see how you are tolerating the treatment and if you have missed any doses.



### REFILLS

Based on your insurance, if we are able to refill your prescription, we will contact you prior to your next refill to set up pick-up or delivery. If you are out of your medication, please call us as soon as possible: **716-634-3340 ext. 5641.**



### NO

If, due to your insurance restrictions, we cannot fill your prescription, the pharmacist will forward it to the appropriate pharmacy and you will be contacted.

#### Local pharmacy:

The pharmacist will contact you when the prescription is filled and ready for pick-up.

#### Specialty or mail-order pharmacy:

Some medications must be filled by a specialty pharmacy. You will be contacted about where the prescription has been sent and that provider will reach out for payment and delivery information.

### PRIOR AUTHORIZATION:

If required, we will obtain approval from your insurance company within two to three days.



### CO-PAY ASSISTANCE:

If your medications are not fully covered by insurance or benefits providers, we will investigate options to help reduce the price to you.