



Pharmacy Services

WELCOME PACKET

AON Pharmacy, LLC

14543 Global Parkway, Suite 110
Fort Myers, FL 33913

Phone: (239) 318-6285 **Toll-free:** (833) 886-1725



NABP
National Association of
Boards of Pharmacy



ACCREDITED
Specialty Pharmacy

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HELLO & WELCOME!

Your doctor referred you to the American Oncology Network in-house specialty pharmacy, AON Pharmacy, LLC, for your oral oncology medications. Your medication is enclosed, along with dosage instructions, drug information and a receipt.

Please take time to review this packet for important instructions and information.

If you have questions at any time or if your shipment appears to be damaged, please call us toll free at **(833) 886-1725**.

MISSION STATEMENT

To provide superior pharmacy service to our patients living with cancer in every facet of the process, including insurance/copay assistance, dispensing, shipping, counseling and customer support. The AON Pharmacy approach supports patient access to high cost oral cancer therapies. AON Pharmacy engages patients, caregivers, nurses and prescribers to improve patient outcomes.

MEDICATION REFILLS

We will not automatically refill any prescription without your permission. An AON Pharmacy staff member will call you seven to 10 days before your refill due date to coordinate the refill and shipment of your medications. We will confirm and update your medical and insurance records and set the delivery date and details. Call for a refill when you are down to a 5 day supply.

We will ship your prescription at no cost to you. Shipments are sent via FedEx for next-day or 2nd day express delivery. If you will be traveling, please let us know, as we are licensed to ship to select states throughout the United States. Allow for extra time around the holidays or severe weather, as delays may occur in shipping or transit.

If your doctor prescribes a new medication or a medication change, we will contact you to coordinate accurate, safe and timely delivery.

It is vital that oral drugs are delivered to you on a timely schedule and that you are closely monitored to ensure you are taking your medicines correctly and on time. When you speak with our experienced AON Pharmacy representative, we will make sure you are on track with your treatment.



INSURANCE COVERAGE

Before your care begins, an AON Pharmacy staff member will work with your physician and your insurance company to confirm your coverage and assist with the prior authorization process if applicable. This may take a few business days to complete. We will inform you about medication costs that are not covered by your insurance, such as deductibles, copays, co-insurances or plan changes.

AON Pharmacy will bill your health insurance company for the cost of your medication. If the claim is rejected, we will notify you so that we can work together to resolve the issue. If your insurance company denies coverage or if you disagree with the benefits coverage, you may have the right to file an appeal with your health plan. We will assist you and your provider in the appeal process and provide any documentation you may need.

If AON Pharmacy is listed as an out-of-network provider with your insurance plan, we will find the most cost-effective way for you to receive your medication. In some cases we may assist in the forwarding of your prescription(s) to the insurance provider or to their in-network pharmacy. We will call you to coordinate that, if needed, so there is no disruption in your medication delivery.

COPAYMENTS

In most cases, AON Pharmacy is required to collect copayments prior to shipping your medication. Copayments can be paid by credit card (Visa, Mastercard, American Express or Discover), electronic checking account debit (over the phone) by check or money order (through the U.S. mail).

FINANCIAL ASSISTANCE

We know that treatment can be costly. We are here to help you. We will automatically seek out a less expensive generic substitution for your prescribed medications if available and your doctor allows for it. Ask us anytime if a lower cost generic drug is available.

AON Pharmacy has a dedicated team of patient advocates that will work directly with you to help cover the costs, depending on the availability and eligibility of financial assistance programs. We will work directly with you and your doctor to obtain all of the necessary paperwork to proceed with financial assistance.

WHAT IS A SPECIALTY PHARMACY?

AON Pharmacy is your treatment partner.

The Academy of Managed Care Pharmacy defines “specialty pharmacy” with reference to the additional services provided, writing:

“Specialty pharmacies are distinct from traditional pharmacies in coordinating many aspects of patient care and disease management. They are designed to efficiently deliver medications with special handling, storage, and distribution requirements with standardized processes that permit economies of scale.

Specialty pharmacies are also designed to improve clinical and economic outcomes for patients with complex, often chronic and rare conditions, with close contact and management by clinicians. Healthcare professionals employed by specialty pharmacies provide patient education, help ensure appropriate medication use, promote adherence, and attempt to avoid unnecessary costs. Other support systems coordinate sharing of information among clinicians treating patients and help patients locate resources to provide financial assistance with out-of-pocket expenditures.”

AON Pharmacy provides convenient dispensing and delivery of specialty medications to our patients. Under the supervision of a qualified pharmacist and trained staff, we assist our patients to achieve optimal clinical outcomes while effectively managing the cost of their therapies.

Here is an overview of the benefits our specialty pharmacy provides to our patients:
(Be sure to review your new patient paperwork for complete details.)

✔ **Coordination with Your Doctor**

We will always keep the lines of communication open between you and your doctors and caregivers. We are here to make sure that any difficulties you may be having with your treatment are addressed immediately.

✔ **Clinical Lab Value Monitoring**

Due to the complex nature of many specialty therapies and the need to make sure that the therapy is as effective as possible, we may need to coordinate regular reviews of your lab tests with your doctor. These may require a visit to your doctor to make sure that your therapy is progressing as expected. Please be aware that AON Pharmacy uses this information for internal monitoring only. Your personal health information is protected as outlined in our Notice of Privacy Practices included in this packet.

✔ **Therapy Support & Adherence Monitoring**

The most expensive medication is the one that is not taken! It is vital that you take your medications as instructed by your pharmacists and as detailed on your pharmacy label. AON Pharmacy staff members will help to explain your medications and their use with your specific disease state. We encourage all patients to become empowered decision makers. We are happy to provide you with information about advocacy groups and recommendations of other helpful resources, just give us a call!

EXPECTED BENEFITS AND PATIENT ADVOCACY

Treatment can be costly, and we will help you navigate through the complexities of the healthcare system to explore every option available to you. Our relationships with insurers will help provide you with information and explanations of your drug and medical benefits. Your quality of care is our highest priority. You will receive evidence-based information and guidance in writing on your medication delivery by form of Educational information from sources such as MediSpan, NCODA OCE, etc.

PATIENT MANAGEMENT PROGRAM

Welcome to AON Pharmacy Patient Management Program! Our registered pharmacists are available 24/7 for support. Please call us at (833) 886-1725.

Speaking to one of AON Pharmacy's registered pharmacists offers many benefits:

- ✔ Side Effect Management
- ✔ Medication Compliance
- ✔ Possible Improvement of Health

Limitations to the program include patient's willingness to follow directions and maintain compliance while on therapy. Participation is not mandatory, and patients can opt-out at any time.

SIDE EFFECTS

You should report all side effects to your AON pharmacists immediately. Depending on the clinical consult and the medication's expected side effects, we may need to notify the FDA about the side effects. Please be honest and clear when reporting your activities and medication regimens, including your use of over the counter and/or herbal supplements, so that AON Pharmacy can understand your situation in full detail.

DRUG RECALLS

We will contact you immediately if there is a recall that affects the patient level on medications dispensed by AON Pharmacy. We may ask you to return or dispose of what you have on hand and we will arrange to provide an equivalent replacement, if cleared and prescribed by your doctor. Your safety is our highest priority.



PATIENT'S RIGHTS AND RESPONSIBILITIES

Patients have the right to:

- Be treated as a unique individual, with dignity, courtesy and respect.
- Receive quality medication and services that meet or exceed professional and industry standards without discrimination based on race, religion, political belief, sex, social or economic status, age, or disease process.
- Be fully informed and receive written information on the scope of care and services provided by AON Pharmacy, as well as any limitations of the company's care or service capabilities.
- Receive information in a manner, format and/or language that you understand.
- Choose a healthcare provider.
- Obtain, upon request, evidence-based practice information for clinical decisions (manufacturer package inserts, published practice guidelines, peer reviewed journals, etc.), including the level of evidence or consensus describing the process for intervention.
- Receive complete verbal or written explanations of expected payments from Medicare or other third-party payers, charges for which you may be responsible and an explanation of all forms you are requested to sign in advance of services being provided.
- Be fully informed of your responsibilities.
- Be offered assistance through any eligible programs of patient management services, including manufacturer copay, patient assistance programs or foundation support.
- Receive instruction and education from qualified personnel on appropriately taking and safely handling your medications.
- Coordination and continuity of services from AON Pharmacy.
- Be advised of any change in the plan of service before the change is made.
- Be able to identify company representatives through name (name badge) and job title, and to speak with a pharmacist, if requested.

- Be ensured of the confidentiality and privacy of all information contained within your records and of Protected Health Information (except as otherwise provided for by law or third-party payer contracts).
- Express concern, complaint or dissatisfaction about services provided (or failed to be provided).
- Express concern, complaint or dissatisfaction for lack of respect, treatment or service.
- Suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services. Patients or caregivers can call **(833) 886-1725** and ask to speak with a pharmacist or the pharmacy director.
- Be informed of any financial relationships of the pharmacy.
- Be advised of normal business hours **Monday through Friday, 8:30 a.m. to 5 p.m. EST.**
- Obtain the pharmacy phone number for normal business hours and after-hours care, which is **(833) 886-1725**.
- At any time decline participation, revoke consent or withdraw from any services offered by AON Pharmacy.
- 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.
- 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 client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.



Patients have the responsibility to:

- Adhere to the plan of treatment or service established by your physician.
- Submit any forms necessary to participate in the program, to the extent required by law.
- Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.
- Notify the treating prescriber of their participation in the Patient Management Program.
- Ask questions about your care, treatment and/or services, and any unclear instructions provided by company representatives.
- Use medications according to instructions provided, for the purpose it was prescribed and only for the individual to whom it was prescribed.
- Communicate any inability to follow provided instructions.
- Remain available to receive medication deliveries and coordinate with AON Pharmacy during times you will be unavailable.
- Treat pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, nationality or ethnic origin.
- Promptly settle unpaid balances, except where contrary to federal or state law.
- Notify pharmacy of change in prescription or insurance coverage.
- Notify pharmacy immediately of address or telephone changes, whether temporary or permanent.

QUESTIONS OR CONCERNS?

CALL US AT (833) 886-1725

Our regular office hours are:

Monday - Friday: 8:30 a.m. to 5 p.m. EST, Saturday: 9 a.m. to 1 p.m. EST

We are available 24/7 for questions or concerns.

After-Hour Services

For after-hour emergencies, such as running out of your medication or questions on missed doses or potential side effects, please call **AON Pharmacy at (833) 886-1725**.

You will be directed to an after hours non-emergency line, and a pharmacist will return your call within 30 minutes, 24 hours a day, seven days a week.

Patients should immediately examine their medication upon arrival. Check if the security seal has been tampered with by looking for breaks or tears in the sealing tape. Any concerns about the integrity of the medication should be reported immediately. Patients should always store their medication when it arrives per manufacturer guidelines on temperature/humidity as appropriate.

Please Contact Us Any Time If:

- You have questions about taking your medication.
- You are having any adverse reactions or want to consult with a pharmacist.
- You need to order supplies or medication refills.
- You have questions about your current order or experience delays with your shipment.
- You are having problems with ancillary supplies or experience a change in your condition.
- You are hospitalized, your condition worsens or your therapy is interrupted for any reason.
- There is a change in your prescription or supply needs.
- You need information about disposing medication.
- You need information about accessing medication in the event of an emergency.
- Your therapy ends.
- You start taking new medications, including over the counter or herbal supplements, etc.
- You have a billing question or need to provide new health plan information, including out-of-pocket costs, deductibles, copayments or co-insurance options.
- You would like additional information on ways to access your medication, health services, payment options and coordination of therapy.
- You would like to find out about product selection and availability, including current medications that AON Pharmacy may not have access to.
- You would like to understand where to refill your medication if AON Pharmacy is limited by your benefit plan.
- Anything causes you concern for your safety.

YOUR SATISFACTION IS KEY

We strive to provide our patients with the highest quality of service and care.

To monitor our performance, we periodically survey our patients by telephone. Please notify us by telephone or in writing if you do not wish to be contacted. If you are not satisfied with any aspect of your experience with AON Pharmacy, we want to know about it.

You may contact us by mail or telephone at (833) 886-1725 (toll free), or contact us by U.S. mail:

AON Pharmacy, LLC
Attn: Senior Director of Pharmacy
14543 Global Parkway, Suite 110
Fort Myers, FL 33913

When contacting us, please provide your name, date of birth and a specific description of the date, time, people involved, etc.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing, e-mail, or by telephone within five business days after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively. In addition, the pharmacy will assist the patient in contacting the appropriate state agency or third-party payer (health plan) if needed.

If you feel the need to discuss your concerns or complaints with a party other than AON Pharmacy staff, contact any of the following:

- U.S. Department of Health & Human Services at (800) 368-1019.
- The Utilization Review Accreditation Commission (URAC) at (202) 326-3941.
- Accreditation Commission for Healthcare (ACHC) at (855) 937-2242 or (919) 785-1214 and request the Complaints Department.
- National Association of Boards of Pharmacy (847) 391-4406.
- Florida Board of Pharmacy.

You may submit your complaint electronically through the Board's on-line complaint form located on the Florida Department of Health website:

[FloridaHealth.gov/Licensing-and-Regulation/Enforcement/Index.html](https://www.floridahealth.gov/Licensing-and-Regulation/Enforcement/Index.html).



COLLECTING AND DISPOSING OF UNWANTED MEDICATIONS

The Environmental Protection Agency recommends the public take advantage of pharmaceutical take-back collection programs for prescriptions and over-the-counter drugs. These programs are a safe and environmentally conscious way to dispose of unwanted medicines. There are many drop-off locations such as local law enforcement agencies, retail pharmacies, hospitals and clinics.

To find a local law enforcement agency that participates in National Prescription Drug Take Back Days, visit, takebackday.dea.gov. To find other collection programs in your community, visit the U.S. Department of Justice Diversion Control Division.

HOW TO DISPOSE OF MEDICATIONS PROPERLY



DO NOT flush unused medication (including OTC items) down the toilet or drain unless the packaging specifically instructs you to do so.

Visit www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-fdas-flush-list-certain-medicines for an updated list of meds that should be disposed of by flushing.



DO bring unused medications to drug take-back programs if available.

Visit www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations for information or a take-back location near you.

1st Choice: Drug Take Back Events

Call your city or county government for “household trash and recycling service” and ask if they have a drug take-back program. Some counties offer a central location for household hazardous waste collection where prescriptions and over-the-counter drugs are accepted.

2nd Choice: Household Disposal Steps

(Drug Disposal Guidelines, Office of National Drug Control Policy)

If a take-back program is not available in your area, please follow the steps below for household disposal:



1. Remove the medicine from its original container and mix with a substance that is undesirable such as wet/used coffee grounds, cat litter or dirt.
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2. Put this mixture in a closeable container such as a zipper storage bag, container with lid, empty margarine tub, etc.
-



3. With a marker or pen, conceal any personal information from the prescription container, including patient name, drug name and Rx number. Duct tape can also be used as well as scratching the information off.
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4. Throw the sealed container and empty medicine container in the garbage.

If you have any questions, please contact **AON Pharmacy** at **(833) 886-1725**.

INFECTION PREVENTION

Five things you can do to prevent infection.

It is important to try and avoid contagious diseases like the flu and the common cold. Follow these five easy steps to prevent the spread of infection.



1. Clean your hands

Clean your hands thoroughly for at least 15 seconds. Use soap and warm water (be careful of water temperature and use a temperature that is comfortable for you). Clean your hands after visiting a place of business, before handling or eating food, after visiting someone who is ill, after playing with a pet, after changing a diaper, etc.



2. Cover your mouth and nose

Germs can travel 3 feet or more when you sneeze or cough. Always cover your mouth to prevent the spread of infection. You can sneeze or cough into a tissue or at the bend of your elbow. Always make sure you clean your hands right away after sneezing or coughing.



3. Avoid close contact with others if you are sick

If you are sick, stay away from others (if possible) and do not touch or shake hands with people. If you are visiting the doctor for treatment, call ahead and ask if there is anything you can do to further prevent spreading an infection.



4. Get your vaccinations

Make sure you are up to date on your vaccinations from your healthcare provider. Vaccinations are available for: chicken pox, measles, tetanus, shingles, mumps, meningitis, hepatitis, pneumonia, and flu (influenza).



5. Ask your healthcare professional to wash their hands and wear gloves

Healthcare providers come in contact with lots of bacteria and viruses. Do not be afraid to ask them if they should wear gloves or other forms of PPE (personal protective equipment) before they treat you.

PATIENT EMERGENCY PLAN

It is important to have a general plan when preparing for an emergency. The following tips could be helpful during your preparation.

Make a list:

- Medications
- Medication information
- Allergies
- Copies of health insurance cards
- Contact information

Have on hand:

- A week supply of medication
- Cell phone
- Flashlights and batteries
- First aid kit
- Battery operated radio

Evacuation Plans:

- Know emergency numbers
- Know where your nearest emergency shelter is located
- Have an emergency bag ready to go
- Arrange for assistance if you cannot evacuate yourself
- Have a plan for your pets
- Plan to have medication, food and accessories

Essential items:

- Health information
- Cell phone
- Essential medications
- Flashlight and batteries
- Copies of prescriptions
- Emergency food

Should you have any questions about your prescription or in the event of an emergency, do not hesitate to call your AON Pharmacy pharmacist at **(833) 886-1725**.



FOR MORE INFORMATION

To learn more about AON Centralized Pharmacy Services and download a digital version of this packet, visit:

AONcology.com/Pharmacy

