

# Welcome to Elixir Specialty Pharmacy











elixir  
SPECIALTY PHARMACY

# You Can Trust Us with Your Specialty Pharmacy Needs

Elixir provides specialty pharmacy services to those who require specialty medications, injectable pharmaceuticals and complex treatment regimens. Our pharmacy focuses on safe, effective administration and delivery of these drugs, while offering the highest levels of compassionate, personalized customer care.

Whether you're new to specialty medications or have received them in the past, you can be assured of a seamless transition of your prescriptions to Elixir Specialty Pharmacy and receiving individualized care and attention.

## The information in this booklet will introduce you to the benefits of Elixir Specialty Pharmacy, including:

-  Disease-specific medication management
-  Convenient delivery of infusion or injectable medications direct to you or your physician\*
-  Refill reminder calls so your medication is ready when you need it
-  Pharmacists and technicians specially trained in management of complex disease states
-  Customer support to help coordinate your benefits, including services to help you find financial assistance for your medications
-  Dedicated customer support, available 24 hours a day, seven days a week, at 877-437-9012 (TTY: 711)
-  A HIPAA-secure mobile app accessible by invitation from a care coordinator to communicate digitally about your specialty medication
-  Convenient, easy-to-read labels

Again, welcome and we look forward to working for you. If you have any questions regarding the transition or services available, please do not hesitate to call **877-437-9012 (TTY: 711)**, 24 hours a day, seven days a week.

*\*Some delivery restrictions may apply due to state law.*





# Our Care Team Is Here to Help!

Elixir has developed a team of care coordinators and clinical pharmacists, all of whom can help you with every step in your treatment process. We understand this may mean that you need to contact us outside normal business hours, so we offer these options for you to get in touch whenever you need us.



Email

[specialty@elixirsolutions.com](mailto:specialty@elixirsolutions.com)



Mobile App

Call a representative at  
877-437-9012 to receive  
an access code.



Member Website

[elixirsolutions.com](http://elixirsolutions.com)

## Regular Hours of Operation

**877-437-9012 (TTY 711)**

Monday-Friday: 8:00 am-10:00 pm

Eastern Standard Time (EST)

Saturday: 8:30 am-4:30 pm (EST)

## Emergency Assistance

**877-437-9012 (TTY 711)**

24 hours a day, 7 days a week





## What To Know About Specialty Medications:



Treat Complex  
and Rare  
Conditions



Require Education  
for Administration  
and Adherence



Require Special  
Handling, Storage  
and Usage



May Have  
Limited  
Distribution



Can Be  
Costly

# Processing Your Prescriptions

We know how important your medications are to you and offer convenient options for processing your prescriptions.

Once our pharmacy receives your prescription, we work quickly to enter your prescription(s) into the system and reach out to your insurance company to determine your benefits. Specialty medications are sometimes paid for by your prescription plan while others can be applied to your medical benefit. Elixir can bill both your prescription plan and medical plan as well as many secondary insurances in order to get your medications to you quickly.

Elixir will help with the transition of insurance changes as they occur. Our benefits verification staff is here to help make these determinations and will also reach out to your physician and your insurance company when a pre-authorization is required. We also help identify if there are out-of-pocket costs you might have to pay in order to receive your medications.

**IMPORTANT:** The Elixir clinical staff has your safety and care in mind. A pharmacist will verify your medications and make sure to screen each medication for drug interactions, allergy-related problems and if the medication and strength is right for you.

## Ways Your Doctor Can Send Your Rx:



### Fax

your prescription  
to 877-309-0687



### Electronically

send your prescription to  
36-79252



### Call

our toll-free line at  
877-437-9012 (TTY 711)

You can also mail your prescriptions to:

**Elixir, 7835 Freedom Avenue NW, North Canton, Ohio 44720**

# Scheduling Your Medication Delivery is Fast and Easy

A care coordinator will contact you to schedule your medication delivery for every fill. Based on your medication usage, we will contact you approximately seven days prior to your next refill to schedule delivery of your prescriptions. During this call, the coordinator will discuss your delivery options and schedule a delivery date convenient for you. We offer many flexible delivery options, including shipping medication to your:



**Home Address\***



**Alternate Address\***



**Place of Employment\***



**Physician's Office\***

We ship almost every package via an expedited means (e.g., FedEx overnight delivery). In order to ensure the safety of your package, we offer an adult signature upon delivery. In addition to determining the most convenient delivery options, we will help identify any supplies you may need to go along with your medication.

During the scheduling process, the coordinator will also discuss your out-of-pocket costs. It is important to us that you can afford your medication. There may be financial assistance programs available to you.

The clinical staff is also prepared to help you with your therapy. With each call you receive from us to schedule your next fill, we will ask questions regarding your therapy in order to assist you with any questions or side effects. Through this routine screening, we are often able to identify areas where we can help, such as injection training needs and side effect management. Our primary objective is to support you and your physician so you can reach your treatment goals.

*\*Some delivery restrictions may apply due to state law.*





# Your Medication Preparation and Delivery

Once your medication is scheduled for delivery, the pharmacy will start the fulfillment process. Your medications are labeled for you and contain clear instructions on how to use them. The medication is prepared in accordance with your physician's order.



We take all appropriate measures to make sure your medications are kept in temperature-controlled environments and are packaged to prevent damage from occurring during the shipping process. We often use coolers, gel ice bricks, temperature control tags and bubble wrap.

Your medication is not the only thing you will find in your package upon delivery. Patient medication guides as well as delivery ticket information are included with every shipment. Depending on your medication, you may also have supplies (alcohol pads, sharps containers) and educational materials.

Once everything is packaged for you, we will coordinate delivery and collect a tracking number for proper monitoring. When your package leaves our facility, you can be assured we are tracking it to its final destination. We have a team tracking all shipments and confirming deliveries. In the event of a delay, we will take the necessary actions to assist with the delivery.

## Payment Options:



**Secure  
Credit Card**



**Electronic  
Check**



**Invoicing**  
(certain restrictions apply)



# Specialty Management Services

Elixir realizes the importance of supporting you throughout your therapy. We offer a broad range of comprehensive care programs:



**Disease State  
Education and  
Monitoring**



**Injection  
Training and  
Technique**



**Side Effect  
Management  
Strategies**



**Medication  
Counseling  
Services**

All of these services are provided to you at no additional charge, and you have the right at any time to notify us that you do not wish to participate in our care programs.

**Medication Recalls:** If a medication is recalled, and you have a supply of the affected lot, a pharmacy member will reach out to you with more instructions on how to get replacement product.

**Generic Substitution:** Generic drug substitution may be required based on drug availability or your insurance company preferences. Prior to shipping substituted medications, we will reach out to notify you of the change.

**Emergency Situations:** We are prepared and ready to dispense your medications during natural disasters, inclement weather or emergencies.

Please call us if you are experiencing a situation that might affect the timely delivery of your medication so we can assist you.

**Missed Deliveries:** If you are unable to receive your medication, please call us as soon as you become aware of the missed delivery. We can work with you to ensure you receive your medication as soon as possible.

**Missed Doses:** If you have missed doses of your medication, please call and talk to one of our clinical pharmacists, who can discuss treatment options with you. If your missed dose is due to a lack of medication on hand, we can work with you to get your medication to you as soon as possible.

Elixir Pharmacy is accredited through ACHC. You can reach the ACHC toll-free at 1-855-937-2242.

► Elixir provides many services to its patients. Some of these services, as well as other information and materials, may be funded by pharmaceutical or biologic manufacturers.

## Your Rights and Responsibilities

Elixir wants to encourage you to speak openly with your pharmacy team, take part in your care, and promote your own safety by being well informed and involved in the process. Because we want you to think of yourself as a partner in your care, we want you to know and understand your rights and responsibilities while you are part of our care management program. We invite you and your caregivers to join us as active members of your care team.

### **Your Rights:**

You have the right to know about the philosophy and characteristics of the care management program.

You have the right to receive information about the care management program and your plan of care. You are welcome to participate in the development and revision of this plan.

You have the right to receive administrative information regarding changes in or termination of the care management program.

You have the right to decline participation, revoke consent or dis-enroll at any time.

You have the right to be informed of your rights at the earliest possible moment in the course of your care.

You have the right to identify the staff member of the care management program and his/her job title, and to speak with a supervisor of the staff member, if requested.

You have the right to have your health record used only for the purposes of treatment, payment and healthcare operations, except as otherwise required or permitted by applicable law, rule or regulation.

You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected and without discrimination.

You have a right to be free of abuse (verbal, mental, sexual and physical) and misappropriation of your property by any of our staff or personnel acting on behalf of Elixir.

You have the right to communications that you can understand. We will provide foreign language interpreters, as needed, at no cost. Information given will be appropriate to your age, understanding, and language. You can request information in writing if you choose.

You have the right to know in advance the care that will be provided and the costs you are responsible for.

You have a right to be informed of any financial benefits when referred to an organization.

You have a right to be fully informed of your responsibilities.

You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with a pharmacy supervisor. You may contact the pharmacy supervisor at 877-437-9012 or email [specialty@elixirsolutions.com](mailto:specialty@elixirsolutions.com).

### **Your Responsibilities:**

You have the responsibility to submit any forms that are necessary to participate in the care management program, to the extent required by law.

You have the responsibility to give accurate clinical and contact information and to notify the care management program of changes in this information.

You have the responsibility to notify your treating provider of your participation in the care management program, if applicable.

You have the responsibility to ask questions if you do not understand directions or information.

You have the responsibility to be respectful of all care management program staff.

You have the responsibility to provide accurate information needed for processing your insurance coverage.

You have a responsibility to maintain any equipment provided and notify our staff if problems arise.

You have the responsibility to notify the pharmacy manager if you think your rights have been violated or if you have a complaint.

You have the responsibility to promptly fulfill your financial obligations, including payment of any invoices.

Our team of healthcare professionals at Elixir is here to help you. We realize that treating complex diseases is a process, and we are here to answer all your questions and concerns. Please call us if you feel your rights have been violated or if you have questions.



A woman with blonde hair tied back, wearing a white lab coat, is smiling while talking on a black telephone. She is holding a piece of paper in her left hand. The background is a blurred pharmacy setting with shelves of boxes and papers.

## We Stand Behind Our Promise of Always Providing Excellent Service

Our pharmacists, nurses and care coordinators are trained to provide comprehensive support by explaining how your medications are administered, where to store them, side effect management and precautions as well as ensuring ongoing follow-up throughout your treatment. We are available to answer all your questions.

# At Elixir, we promise that you will always come first.

To speak to a care coordinator, contact:



**Phone** | 877-437-9012, TTY (711)



**Email** | [specialty@elixirsolutions.com](mailto:specialty@elixirsolutions.com)



**Website** | [www.elixirsolutions.com](http://www.elixirsolutions.com)



Elixir has partnered with Citus Health® to provide a mobile app to help you manage your specialty care.

## USE THIS FREE\*, EASY-TO-USE APP TO:



**Chat with your care team** - Communicate changes made by your physician, new medications and treatment updates. Ask us about delivery dates, medication concerns or attach a document from within a chat.



**Complete forms and sign documents** - Your care team will occasionally send you forms to complete, or you may be required to sign a document before a medication can be delivered. You can conveniently complete these requests through the app.



**Receive important information** - If there are new instructions regarding your specialty pharmacy care, or in the event of potential weather-related delay, you will receive timely and effective communications from your care team.

Call Elixir at **877-437-9012** to receive your personal invitation to download the Citus Health app today!

About Elixir | [elixirsolutions.com](http://elixirsolutions.com)

With the unique ability to optimize the full pharmacy care experience, Elixir is crafting solutions for today's pharmacy benefits challenges. For more information, visit [elixirsolutions.com](http://elixirsolutions.com).

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CRAFTED Rx SOLUTIONS