



Intermountain Specialty Pharmacy

DENVER



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Intermountain Specialty Pharmacy - Denver

Your first stop for specialty medications

At Intermountain Specialty Pharmacy - Denver, our focus is on you. You receive personalized one-on-one support, exceptional customer service, and care from our knowledgeable and experienced team—which includes Doctors of Pharmacy and Certified Pharmacy Technicians. Our goal is to help you stay on track with all your medications by partnering with our specialists and your doctors, so you always get the attention and care you deserve.

- **24/7 Support:** We're available 24/7 to support you with any questions or concerns. We also make it simple to refill your medications and assist with any billing issues you may encounter.
- **Delivery:** We make sure you have the medicine you need, when and where you need it. FedEx delivers all our medicines, and you can choose delivery to your home, office, or Intermountain Health doctor.

Our location

Intermountain Specialty Pharmacy - Denver
1830 Franklin Street, Suite 190
Denver, CO 80218

Contact us

Phone: 303-318-1305

Fax: 303-318-1308

Toll-Free: 844-803-0864

Email: ISPDenver@imail.org

Visit us online at intermountainhealthcare.org/locations/intermountain-health-franklin-pharmacy

Hours of operation

Monday through Friday 9 a.m. - 5 p.m.

A licensed pharmacist is available on call at all times for urgent medication questions.

We are closed on Holidays

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Scope of Services

- Specialty medication dispensing
- Care coordination with providers
- Patient education and monitoring
- Refill management and adherence support
- Financial assistance support and benefits investigation

Patient Management Program

Our Patient Management Program is one of the valuable benefits available to you when you fill your specialty medications with us. Our goal is to provide personalized, compassionate service. From copay concerns to questions about how well your medicine is working, addressing your needs quickly and professionally is central to our commitment to you and your health. We also work closely with your doctor to ensure they are informed of anything important related to your care.

Our Patient Management Program uses evidence-based methods to help create the most effective treatment plan for you. These programs help track your medication use, manage any issues that may arise, and support your overall treatment success. They also help us continuously improve, so we can keep providing you with the highest level of service.

How the Patient Management Program Can Help You

- A better understanding of your medication through a personalized approach tailored to your specific needs
- Improved side-effect management with regular check-in phone calls from our caregivers
- Refill reminder calls so you never run out of your medication
- Fast communication with your healthcare team if you have questions or problems
- Care informed by the latest scientific research
- Help with medication costs to keep your therapy as affordable as possible

Things the Patient Management Program Cannot Do

- Our pharmacists cannot prescribe medications. They must contact your doctor for any prescription changes, and this process may take some time.
- Participation in the Patient Management Program does not replace your doctor visits. Please continue attending all scheduled appointments with your healthcare provider.

We are your partner

Please do your best to follow directions for taking your medicines and let us know your questions and concerns. We really want to help you and if there is a problem, we need to know so we can support you. It is important that you tell us when you start a new medicine, get a new allergy, or if you feel your medicine is not working. When we work together, we get the best results.

Enrollment, contact information and opt out

You will be automatically enrolled in our Patient Management Program when our team receives your Intermountain Specialty Pharmacy referral. However, participation is your choice. If you do not wish to receive regular refill reminder calls or pharmacist follow-up calls, you have the right to opt out of the program at any time.

If you want to opt out, simply tell one of our caregivers, and we will remove you from the program. To contact the Patient Management Program directly, please call **Intermountain Specialty Pharmacy-Denver at 303-318-1305**.

Patient Rights and Responsibilities

Intermountain Specialty Pharmacy - Denver Patient Rights

As a patient, you have certain rights and responsibilities. Our primary responsibility is to provide you with the best possible healthcare. We encourage you to take an active role in your care by understanding, cooperating, and participating in your treatment. Your questions, comments, and suggestions are always welcome, and we will make every effort to protect your rights as a patient.

To explore your rights and responsibilities in more detail, please visit:

<https://intermountainhealthcare.org/privacy/patients>

Notice of Program Accessibility and Nondiscrimination

Our facility does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission or access to, or treatment or employment in, its programs, services or activities, or on the basis of sex (gender) in its health programs and activities.

Our facility and all its programs, services, and activities are accessible to and usable by individuals with disabilities, including persons who are deaf, hard of hearing, blind, or who have other sensory impairments.

You Have the Right To:

- Receive kind and respectful care, regardless of your personal values, beliefs, age, sex, race, color, religion, national origin, or ability to pay.
- Be informed of any financial benefits when you are referred to another organization.
- Receive advance notice of any care or services being provided, as well as your financial responsibility.
- Know the name and job title of the pharmacy associate responsible for your care or providing pharmacy program services, request to speak with an associate's supervisor, and speak with a health professional if you choose.
- Refuse treatment, to the extent allowed by law, and be informed of the medical consequences of refusing treatment.
- Receive information about any patient management programs, including their philosophy, characteristics, administration, and information regarding changes or termination of any program.
- Have your personal health information shared with patient management programs only as permitted by state and federal law.
- Decline participation, revoke consent, or disenroll from a patient management program at any time.
- Give or withhold informed consent for recordings, films, or other images used for purposes other than your care.
- Be informed if there are plans for you to be involved in human research that could affect your care, and to refuse participation in research projects.
- Express spiritual beliefs and cultural practices, as long as they do not harm others or interfere with treatment or pharmacy processes.

- Be involved in ethical questions that arise during your care and request assistance from the Ethics Committee. This may include decisions such as refusing CPR, stopping life-sustaining treatments, or other complex care choices.
- Privacy and confidentiality regarding your care and medical records.
- Access your medical records, request an amendment, and have the information explained to you—except when restricted by law.
- Voice complaints and recommend changes without fear of coercion, discrimination, retaliation, or unreasonable interruption of care.
 - For formal grievances, you may contact the Patient Representative during weekdays or the house supervisor during evenings and weekends.
 - You may also request to speak with an administrator by calling Saint Joseph Hospital and asking for the hospital supervisor or administrator on call.
 - You have the right to file a grievance with the State of Colorado at any time, even if you have not used the internal grievance process.
- Request reasonable accommodations, auxiliary aids, or services if you have a disability. Please inform a pharmacy associate if specific aids or services are needed. Complaints related to discrimination may also be directed to the Patient Representative.
- Be free from abuse or harassment and have access to protective services, including guardianship, advocacy services, and child or adult protective services.
- Have a family member, friend, or other individual of your choosing (regardless of age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, or gender identity or expression) present for emotional support during your visit, unless their presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
 - This individual may or may not be your surrogate decision-maker or legally authorized representative.
- Receive information in a way you can understand, including interpreter and translation services.
- Be in an environment that is safe, secure, comfortable, preserves your dignity, and supports a positive self-image.
- You have the right to be informed of any financial relationships of the pharmacy

You have the responsibility to:

- Provide accurate information that supports your care, treatment, and services, and to notify us of any changes to this information.
- Assist in developing your pharmacy plan of care.
- Ask questions or let us know when you do not understand your treatment plan or care decisions.
- Follow instructions, policies, rules, and regulations that help maintain quality care for patients and a safe environment for everyone in the pharmacy.

- Maintain mutual respect by using civil language and conduct in your interactions with staff and licensed practitioners.
- Meet your financial obligations.
- Inform your treating provider if you are participating in any patient management programs, when applicable.

Natural parents and/or legal guardians of babies and children have the same rights and responsibilities as other patients while we are providing care and treatment for a minor child unless otherwise restricted.

Filling and Refilling Your Medicines

How to fill a new prescription

Intermountain Specialty Pharmacy will contact your doctor when you need a new prescription medicine. You may also drop off your prescription at our location if this is easier for you.

Ordering refills

We will call you before you run out of your medicine to see how you are doing and set up your next refill. Please call us with any questions or if you need your refill early.

Prescription order status

FedEx allows you to look up any deliveries through their FedEx delivery manager, with no tracking number needed. You can also call us anytime with questions about the status of your order or if you did not receive your shipment.

If we know your medicine is going to be delayed, we will call you to get a new date scheduled. We will make sure we do everything we can so you do not go without your medicine.

Transfer of prescriptions

If you want your prescription to be transferred to another pharmacy, please contact us to transfer your prescription on your behalf.

Generic medicine substitutions

Whenever possible, we will use a lower-cost generic medicine for a brand-name medicine, unless you or your doctor has asked for a specific brand. Generic substitutions may be used for new prescriptions, refills, changes, and prescription transfers.

Pharmacist support

Specialty trained pharmacists are here to answer any of your medicine questions or concerns. Please call for assistance during office hours. If you have an urgent medicine question outside regular business hours, we have an on-call pharmacist to help you.

If you feel you have gotten the wrong medicine, please call us right away.

Medicine reactions

If you experience a bad reaction to a medicine (also called an adverse drug reaction), side effects, or other problems, call your doctor or go to your local emergency room right away.

Medicine recalls

Sometimes medicine is recalled because it was not safe to take. If this happens, we will contact you with instructions. You can also call us anytime with questions about our process or if you think your medicine was recalled.

What if Intermountain Specialty Pharmacy is unable to fill my medication?

A pharmacy caregiver will let you know if we are unable to fill your medication request. We will work to determine who can fulfill the order and help direct the prescription to the appropriate pharmacy. If you have any questions regarding transferring a prescription to or from the pharmacy, please contact us for assistance.

Support groups and community services

There are many helpful support groups and community services available to you. To learn more about the services offered in your area, you can call us or contact your local health department for assistance. You can also visit the U.S. Department of Health & Human Services website at <https://healthfinder.gov> and select “Find Services Near You” to see a list of local support groups and community resources.

For support programs related to your specific medication, you can call us for help locating this information, or search online for programs offered by the drug manufacturer. For example, if you are taking Xeljanz, you could search “Xeljanz Official Site” or “Xeljanz Copay Assistance” and select the website “Xeljanz.com.”

Patient advocacy and support

At Intermountain Intermountain Specialty Pharmacy, we care about your well-being. If you need support or any other kind of help, please call us and we will help find services near you.

Medicine Counseling

Our pharmacists provide counseling for every medicine filled at Intermountain Specialty Pharmacy.

We focus on your specific needs and the type of medicine you are taking. We make sure to go over your doctor’s plan, the goal of your medicine, and the services provided by Intermountain Specialty Pharmacy.

You can choose to speak to our pharmacists either at the pharmacy or over the phone. We also offer translation services over the phone.

We know loved ones often help you manage your health and medicines. We are happy to talk with your loved ones to help them understand how your medicines need to be taken. Privacy rules and regulations mean that you as the patient must give any other person written permission to talk about your care.

Payment

Prescription medicine claims

Our caregivers will bill your insurance company for you. However, you may still have to pay part of the cost, which is called a copay or coinsurance. You will need to pay your copay before we can deliver your medicine.

We will apply any copay cards, copay assistance, and grants or foundations to make sure your cost is as low as possible.

Copay assistance

Medicines can be very expensive, and we want to make sure your medicine costs are as low as possible. We research all available cost lowering options for everyone that fills their medicines with us. When eligible, we will enroll you in copay assistance programs on your behalf so you don't have to complete any required paperwork yourself.

We follow the rules of Medicare, Medicaid, and any other insurance company regarding the use of coupons or additional financial assistance.

Return Policy

Pharmacy law does not allow for the return of medicines or supplies once a patient has received them.

Delivery of Your Specialty Medicines

You can choose where your medicine is mailed. We will deliver your medicines to your home, office, Intermountain Health doctor's office, or another approved location using FedEx. We can also send you any supplies like needles, syringes, and alcohol swabs. If your medicines need to be kept cool or handled differently, we will ship them in special containers.

Storing and Handling Your Medicine

Storing your medicine

Carefully read and follow the directions on how to store your medicines. Some medicines may need to be refrigerated. Please store your medicines out of reach of children or pets, including medicines you keep in the refrigerator. Medicines that don't need to be refrigerated should be stored in a cool, dark, and dry place. Do not store your medicines in a bathroom medicine cabinet or other room with humidity or high temperatures.

Please call us with your questions or concerns.

Handling your medicine

Carefully read the information that comes with your medicines to see if you need to handle them with special care, such as using gloves or other protection. Some medicines may be unsafe for caregivers or family members to touch while helping you with your care.

Please call us with your questions or concerns.

Getting Rid of Medicines Safely

Getting rid of unused medicines

Medicines you do not use anymore need to be taken out of your home as quickly as possible to keep everyone in your home safe.

For instructions on how to safely dispose of medicines you no longer use, please call the pharmacy or visit the FDA website for detailed guidance: <https://www.fda.gov/drugs/resources-drugs/information-consumers-and-patients-drugs>

What are sharps?

Sharps are medical items with sharp points or edges that can prick or cut skin. Sharps include syringes, lancets (small blades to prick your finger for a blood test), or needles used in your home to either inject medicine or draw blood. Special care must be taken when getting rid of these items to protect you and others from getting hurt and to keep the environment clean and safe.

Getting rid of sharps

If you use “sharps” in your care, you will need to use a special container to get rid of them. These containers are called sharps containers and are available at Intermountain Specialty Pharmacy or any other local pharmacy. Following the rules below will help keep you and your family safe.

1. Do not put the cap back on a used sharps item. Put it in the sharps container right after using it.
2. Always keep the sharps container out of the reach of children and pets.
3. Do not overfill your sharps container, as this increases the risk that you or a family member could be accidentally stuck with a used needle. If a needle stick happens, wash the area right away with soap and water, and contact the pharmacy or your doctor as soon as possible.
4. As a backup, if you do not have a sharps container, you can use an empty laundry detergent bottle or another thick plastic jug with a screw on lid to get rid of your sharp items. Never throw out sharps in glass, clear, or plastic containers or containers that can be recycled or returned to a store.

You may get rid of your sharps container by taking it to local collection sites or mailing it back to the address on the sharps container. Local sites may include doctors' offices, health clinics, health departments, community organizations, police and fire stations, and medical waste facilities. Please check with your local trash removal service about disposing of a sharps container with your regular trash.

Go to the [epa.gov](https://www.epa.gov/rcra/medical-waste) website (**<https://www.epa.gov/rcra/medical-waste>**) for more information. If you are not using sharps for your care, you do not need a sharps container.

Patient Grievance Process

We are committed to providing you with the best possible therapy and ensuring you are completely satisfied with your care. If you are not happy with the care you received, we want to hear from you. Our caregivers will work to resolve any complaints or grievances promptly to improve your experience.

If, after working with us, you are still not satisfied, you may contact the hospital's patient representative or management. A hospital supervisor is also available to assist you after hours and on weekends.

Hospital contacts include:

Saint Joseph Hospital

Patient Representative: 303-812-4395

Hospital Leadership: 303-812-4930

You also have access to the Colorado Department of Public Health and Environment as well as The Joint Commission, either directly or through the patient representative.

Colorado Department of Public Health and Environment Health Facilities Division

4300 Cherry Creek Drive South

Denver, CO 80222

Phone: 303-692-2800

The Joint Commission Office of Quality Monitoring

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Phone: 1-800-994-6610

Email: complaint@jointcommission.org

Fax: 630-792-5636

The Colorado Department of Human Services Division of Behavioral Health

3824 West Princeton Circle

Denver, CO 80236

Phone: 303-866-7480

Colorado Foundation for Medical Care (CFMC) and Quality Improvement Organization (QIO)

Medicare beneficiaries have the right to request a review by the state peer-review organization CFMC for quality of care or Medicare-written Notice of Non-coverage. This can be arranged through our patient representatives.

Disaster Preparedness

Certain types of disasters may cause delays in your Intermountain Specialty Pharmacy services. In the event of a widespread community disaster, our staff may not be able to maintain our regularly scheduled visits and deliveries. It is important to plan ahead to minimize your discomfort if such an event occurs.

If you find yourself in need of immediate help in an extreme situation (earthquake, flooding, etc.), do not wait for Intermountain Specialty Pharmacy to contact you. Your family or a neighborhood response group will often be the quickest way to obtain immediate help until Intermountain Specialty Pharmacy is able to assist you.

We encourage you to have your own personal disaster plan. A disaster plan should include arrangements to ensure your safety during a fire, flood, earthquake, utility failure, or a bad fall.

You should include any other emergency situations that you feel might be applicable to your circumstances. You should also arrange for a neighbor or family member to check on you during a prolonged power failure or other community-wide event. Always keep emergency telephone numbers handy.

Welcome Packet Addendum

Delivery of your specialty medicines

Intermountain Specialty Pharmacy - Denver has partnered with a courier service in the Denver Metro Area. Depending on where you live, your medications may be delivered by FedEx or STAT for same-day delivery via Ameriship. ISPD may add or change carriers in the future to ensure that your expectations are met.

Payment

You have the option to pay for your medication out of pocket. This means we will not bill your insurance or a copay assistance program.

CMS Rights and Responsibilities

Medicare sets standards for durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) that we must meet in order to bill Medicare Part B. Type the link below into your internet browser to see the list of standards. If you do not have access to the internet, please ask a pharmacy member for a paper copy of the standards.

[https://www.palmettogba.com/Palmetto/Providers.Nsf/files/abbreviatedstandards020816.pdf/\\$File/abbreviatedstandards020816.pdf](https://www.palmettogba.com/Palmetto/Providers.Nsf/files/abbreviatedstandards020816.pdf/$File/abbreviatedstandards020816.pdf)

Patient Grievance Process

In addition to the contacts listed on page 9, you may also contact the following:



Phone: 202-216-9010

urac.org



Phone: 855-937-2242

achc.org