

# Intermountain Specialty Pharmacy - Denver

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## Intermountain Specialty Pharmacy - Denver

*Your first stop for specialty medications.*

At Intermountain Specialty Pharmacy, our focus is on you. Unlike other pharmacies, you get one-on-one support, great customer service, and help from our knowledgeable, experienced, and friendly caregivers, which includes Doctors of Pharmacy and Certified Pharmacy Technicians.

We are available 24/7 to answer your questions and concerns. Plus, we make it easy to fill your medicine and help you deal with billing issues.

We make sure you have the medicine you need, when and where you need it. FedEx delivers all of our medicines, and you can choose delivery to your home, office, or Intermountain Health doctor.

Our goal is to help you stay on track with all your medicines by working as a team with our specialists and your doctors—so you can always get the attention and care you deserve.

### 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

Visit us online at <https://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 (January 1)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (the first Monday in September)
- Thanksgiving (the fourth Thursday in November)
- Christmas (December 25)

## Getting Your Medicines and Our Other Services

### 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.

### 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 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 get 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 Substitution

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 Help

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 a 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 feel your medicine was recalled.

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

A pharmacy employee will let you know if we are unable to fill your medication request. We will work to determine who 10. What if Intermountain Specialty Pharmacy is unable to fill my medication? A pharmacy employee 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. 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 helpful support groups and community services available to you. To get information about the local services available in your area, you can call us or your local health department for help, or go to the US Department of Health & Human Services website (<https://healthfinder.gov>) and click "Find Services Near You" which lists information about many support groups.

For support programs related to your specific medicine, you can call us for help locating this information or search the internet for a support program offered by the drug maker. 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 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.

## 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 even 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.

## 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. We want to make sure your medicine cost is as low as possible. We research all available cost lowering options for everyone that fills with us. If we can, we will sign you up with a copay program so that you do not have to fill out any paperwork on your own.

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.

# Medicine Counseling

Our pharmacists give 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.

## 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 directions on how to get rid of medicine you do not use anymore, please call the pharmacy or go to the FDA websites for information and instructions.

- [Consumer Updates | FDA](#)
- [Information for Consumers and Patients | FDA](#)

### 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. The following simple rules 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 the sharps container because you or your family members could get stuck with a dirty needle. If you do get a needle stick, wash the area right away with soap and water and call 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 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 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 want to provide you with the best therapy and leave you completely satisfied. If you are not happy with the care or services we provided, we want to know about it. Our caregivers will work to resolve these complaints and grievances quickly to improve your experience.

If after working with us, you are still not satisfied, you may contact the hospital patient representative or management. The hospital supervisor is 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

303-692-2800

**The Joint Commission**  
Office of Quality Monitoring  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
1-800-994-6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org) Fax: 630-792-5636

**The Colorado Department of Human Services**

Division of Behavioral Health  
3824 West Princeton Circle  
Denver, CO 80236  
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.

## Patient Management Program

Our Patient Management Program is one of the unique benefits that you will enjoy when you fill your specialty medicines with us. Our goal is to give you a personalized and caring service. From copay issues to how well your medicine is working - handling these questions quickly and professionally is at the heart of our commitment to you and your health. We also work closely with your doctor to make sure they know about anything that is important about your care.

Our Patient Management Program uses scientific methods to make the best medicine program for you. These programs can help track your medicine and help manage any medicine problems that can come up. They also help us improve so that we can continue to give you the best service.

How the Patient Management Program could help you:

- Greater understanding of your medicine with our personalized approach to your specific needs
- Better side effect management through regular check-in phone calls from our caregivers
- Refill call reminders to make sure you never run out of medication
- Fast communication with your healthcare team if you have questions or problems
- Using the best, most current scientific research
- Help with medicine cost

### Things the Patient Management Program cannot do:

- Our pharmacists cannot prescribe medicines for you. They must talk to your doctor about that and this can take time.
- Being part of the Patient Management Program does not take the place of going to your doctor visits. Please make sure to keep going to your scheduled doctor's appointments

### Intermountain Specialty Pharmacy is 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 you tell us when you start a new medicine, get a new allergy or if you feel your medicine is not working. When we both 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 gets your Intermountain Specialty Pharmacy referral. However, you can choose not to use this service. If you do not wish to have us call you for regular refills or pharmacist follow-up calls, you have the right to "opt out". If you wish to opt out, please tell our caregivers and we will take you out of the program. To contact our Patient Management Program directly, please call Intermountain Specialty Pharmacy at 303-378-1305

## **Patient Rights and Responsibilities**

As a patient, you have important rights and responsibilities. Our commitment is to provide you with the best possible healthcare, and we encourage you to be informed, involved, and proactive in your care. Your questions, comments, and suggestions are always welcome, and we are dedicated to protecting your rights every step of the way.

To explore your rights and responsibilities in more detail, please visit:  
[intermountainhealthcare.org/privacy/patients](http://intermountainhealthcare.org/privacy/patients)

## **Welcome Packet Addendum**

### **Delivery of your Specialty Medicines**

Intermountain Specialty Pharmacy – Denver (ISPD) 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 to bill Medicare Part B. Click 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 to have a paper copy mailed to you.

[MEDICARE DMEPOS SUPPLIER STANDARDS](#)

## Patient Grievance Process

In addition to the contacts listed on page 6, you may also contact the following:



Phone: 202-216-9010

[URAC.org](http://URAC.org)



Phone: 855-937-2242

[ACHC.org](http://ACHC.org)