

## **Oral Drug Prescription Fulfillment**

### **Frequently Asked Questions**

**Can our patients have their prescription for oral oncolytics filled anywhere they choose?**

***Not usually,...***

While some oral drug prescriptions may be filled at hospital/clinic pharmacies or retail pharmacies (CVS, Walgreens etc.) most are handled by specialty pharmacies that are structured to handle high cost drugs for specific medical conditions. In many cases distribution of an oral oncolytic may be restricted to specialty pharmacies or even a limited list of specialty pharmacies. The patient's insurance carrier may also require the oral drug prescription be filled by a specific specialty pharmacy vendor.

**Does it benefit our practice to refer our patients to a specialty pharmacy that the practice prefers?**

***Yes,...***

A good working relationship with a specialty pharmacy can benefit the patient and provider. While there are actions that only the practice can handle in assisting the patient in securing their prescription in a timely fashion, the specialty pharmacy can be a valuable resource saving staff time and effort. Processing pre-authorizations and appeals, helping secure patient assistance from disease-specific and co-pay foundations, enrolling patients in supplementary adherence and persistence programs are just a few services specialty pharmacies offer to various degrees. Understanding and employing the range of services offered by a good specialty pharmacy partner is a great value for all involved in the patient's successful participation in an oral therapy regimen.

**What happens if the prescription the practice sends to their preferred specialty pharmacy must be filled at another designated specialty pharmacy?**

***Transfer is necessary,...***

If your customary specialty pharmacy is unable to fill a prescription due to a preferred specialty pharmacy arrangement or mandate, your sp should confirm by phone, fax or email that a transfer has been made to the designated specialty pharmacy. Keep in mind that the new specialty pharmacy may or may not offer the same range of services you are accustomed to in processing a prescription.

### **What happens if the patient cannot afford their medication?**

#### ***Options are possible ,....***

There are a number of avenues to help patients have access to their needed prescription. Specialty pharmacies may have funding specialists who can expertly work with drug and disease specific programs and know how to best access available help from co-pay foundations. Practices should be careful to understand that when a specialty pharmacy boasts of patient assistance resources it may run the spectrum from providing you and/or the patient a list of websites to an entire funding department that will conduct a patient funding assessment and handle completing forms for optimal support. The practice may also have their own financial counselor who can be a central point of contact for all those trying to assist the patient in affording their prescription initially and continually.

### **Who is responsible for Prior Authorization Verification?**

#### ***The doctor's office,...***

Ultimately the practitioner must verify the need information a payer needs to authorize payment for the medication. Some specialty pharmacies will initiate the process and attempt to complete most of the paperwork. Regardless, the practice still is responsible for signature for prescription approval.

### **Is there additional help available for practices in monitoring and encouraging patient adherence and persistence?**

#### ***Sometimes,...***

Many drug specific programs are sponsored by manufacturers. Patients receive nurse follow up calls to discuss compliance to medications, side effect management, proper dosing instructions etc. The nurses do not provide medical advice and should have a feedback mechanism to the practices for reporting patient concerns. To learn more, discuss product specific support offerings contact the appropriate product specialist or consult your specialty pharmacy.

### **How long will it take for the patient to receive the drug?**

#### ***Approximately 2 days,...***

Once the prescription is approved and financially viable for the patient, the medication is usually delivered within a day or two. It is important that the patient notify the office to confirm the day that the first dose is taken so that side effects management can be more targeted.