

AHF PHARMACYTM.org

Not For Profit Healthcare



PATIENT WELCOME PACKET

WELCOME

Hello and Welcome,

We are very excited and pleased that you selected AHF Pharmacy be your specialty pharmacy provider.

AHF Pharmacy will work with you, your physician, insurance plan, and others that may be involved in your overall healthcare, as partners to help ensure that we, with you, are enjoying the best possible quality of life and controlling your health condition.

In today's world, many drug therapies are complex and costly; we will work with you and your provider to ensure that we are doing all in our power to provide you with the best possible medications at the best possible costs. There may be instances where you have a medication prescribed that your insurance plan will not pay for, or requires what is known as a "prior authorization," we can assure you that we will work very hard to obtain the prior authorization, ask the prescriber to change to a covered drug, or find some other means of furnishing the drug to you.

We will provide the very highest quality generic medications when one is available and we will work with your provider to suggest therapeutic substitutions, if required by your insurance plan or treatment needs.

AHF Pharmacy will call you each month to remind you that your refills are due, and ask if you would like to pick them up, have them delivered, or request some other method of receiving your monthly medications. We will synchronize all of your routine medications so that the refills are all due at the same time and will review them with you when we contact you each month. This Adherence program is designed to help ensure you never miss a dose of your routine medications. In some instances you may prefer to call us each month regarding your refills and that's OK as well. We will make a note of that in your records. If you have not had a call from us within 5 days of when you expect to take your last dose, be sure to call us.

This booklet will provide you with detailed information on how to access our services, the scope of our services and additional useful and important information for you.

We look forward to our new partnership in health,

AHF Pharmacy Staff

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INTRODUCTION

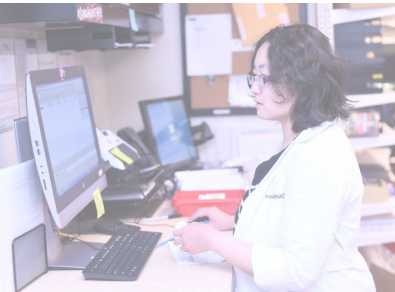
- The AIDS Healthcare Foundation Pharmacy Division provides direct pharmaceutical care and pharmacy services to the residents of AHF Healthcare Centers and communities where AHF pharmacies are located as well as other communities that can be served by Tele-Pharmacy. In addition, the pharmacy division provides services to various other AHF programs such as the Positive Healthcare Disease Management programs and various Ryan White funded programs.
- Patients are accepted for AHF Pharmacy services without regard to age, religion, ethnicity, creed, sex, sexual preference or financial status.
- AHF Pharmacy is committed to provide high quality, evidence base (the application of the scientific method into healthcare decision making), comprehensive pharmaceutical care and services for common conditions, diagnoses, and the treatment diagnostics and interventions, that are designed to meet the total pharmacy needs of the patients we serve.
- The specialty focus of AHF Pharmacy is patients that are HIV and Hepatitis C positive. However, we treat the additional disease states that these patients may have. We provide primary and specialty pharmaceutical care to our patients.

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- AHF Pharmacy treats non-HIV and Hepatitis C positive patients if they wish to help AHF with its worldwide mission by having their prescriptions filled by us. Therefore, AHF Pharmacy does not maintain a limited drug formulary of drugs that we will dispense. We maintain a full inventory of drugs to serve all of our patients and newly enrolled patients with all of the medication needs.
- AHF Pharmacy functions as a motivating force in elevating the health of the community served through an emphasis on treatment, adherence and education.
- In furtherance of its mission, AHF Pharmacy is committed to the concept of systematic, objective self-assessment for the purpose of continuously improving the quality of pharmaceutical care and services.
- In keeping with its commitment to high-quality pharmaceutical care and services, AHF Pharmacy provides a safe and supportive work environment wherein employees, volunteers, and those associated with the Pharmacy Division are treated fairly and rewarded for excellence in their effort. We strive to offer our employees opportunities for accomplishment and self-fulfillment.

SUMMARY OF SERVICES

We are very happy that you have chosen AHF Pharmacy and our Specialty Trained staff to be one of your partners in the management of your healthcare needs.



Some important points about AHF Pharmacy, our staff and services. Our services include the following:

- We are a not for profit healthcare provider and 96 cents of our earnings go back into providing services to our patients and the communities we serve.
- AHF is governed by a Board of Directors and has no “ownership” as such since we are a not for profit organization listed as a 501c corporation.
- Services are provided without discrimination based upon race, cultural background, age, nationality, gender, or insurance coverage.
- All services are provided by staff employed by AHF. None of the services we provide are delegated or “out-sourced” including after-hour calls, computer services, clinical and dispensing services, to name a few.
- Our staff members have experience with various cultural aspects of care.
- Many of AHF Pharmacy team members are bi-lingual. In addition, we provide a “Language Line” service for over 100 languages.
- Our Pharmacy staff includes Pharmacist, Technicians and Nurses that are specialty trained, with oversight and consultation from the AHF Chief of Medicine and AHF provider staff. All are specialty trained and have National

Certifications in their specialty area of expertise. This ensures that the health information that we obtain to help you with your condition is a collaboration between your healthcare provider and the multi-disciplinary team at AHF. We are constantly reviewing current healthcare information regarding common conditions, diagnoses, treatment and interventions and is “Evidence-Based” care.

- Our pharmacy team have specialty training in HIV/AIDS, Hepatitis and the acute and chronic conditions that often accompany these disorders.
- We are accredited by ACHC as a DMEPOS provider to dispense diabetic supplies and nebulizers (Medicare B).
- We are accredited by ACHC as a Specialty Pharmacy Services and Infectious Disease Specific to HIV.
- We are accredited by URAC for Specialty Pharmacy Services.

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ACCREDITED
Specialty Pharmacy

CONT.

- We provide specific, personalized services in partnership with you, your provider and others that may be involved in your care.
- Our services are customized to meet your pharmaceutical needs and to “Fit Your Life” by being appropriate and convenient for your living conditions and life style.
- Visual impairment assistance devices for prescriptions are available.
- We provide services to meet your complete pharmaceutical needs. Our dedicated team will ensure the delivery of your routine monthly medications.
- We tailor delivery or pick-up based on your requirements.
- We provide special packaging and systems to help you remember which medication to take and what time of day to take it.
- We are available 24 hours every day of the year (24/7), either directly or our Customer Care Line.
- Our Customer Care Line is staffed by seasoned AHF Pharmacy Employees that can assist you with resolving questions or unresolved grievance issues that you may have.

ADDITIONAL FORMS & INFORMATION NOT IN THIS WELCOME PACKET

We will require information from you in order to provide services. The AHF Pharmacy staff will review with you and ask you to sign some of the forms so that you have officially given us authority to provide services.

1. Initial Assessment Form

This form is used to obtain basic information about you such as name, address, telephone number, allergies, sensitivities, provider, medications and other important information. This information will assist the pharmacist in discussions with you, your provider and other care givers, to ensure the clinical appropriateness of your medication therapy. The pharmacist and technician will ask you the necessary questions to complete the form.

2. Signature on File Form

This form is used to obtain information regarding if you want delivery service, how to best communicate with you, type of service, and other basic information. We will ask you to sign this form so that we have permission to serve you.

3. Notice of Privacy Practices Acknowledgment

This is to indicate that we have provided you with a brochure that explains our privacy practices so that you may know exactly how we will protect your information and privacy at all times. We will ask you to sign a form acknowledging that we provided you with this information.

4. Auto-Refill and Adherence Program Form

This informs you of how our Auto-Refill and Adherence Program works. In addition, we ask you to indicate the method you wish us to use when we contact you.

MEDICARE DMEPOS SUPPLIER STANDARDS



1.

A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.

2.

A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.

3.

A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.

4.

A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.

5.

A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.

6.

A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.

7.

A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.

8.

A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.

9.

A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.

10.

A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.

11.

A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).

12.

A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.

13.

A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.

14.

A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.

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15.

A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.

16.

A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.

17.

A supplier must disclose any person having ownership, financial, or control interest in the supplier.

18.

A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.

19.

A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.

20.

Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.

21.

A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.

22.

All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).

23.

All suppliers must notify their accreditation organization when a new DMEPOS location is opened.

24.

All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.

25.

All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.

26.

A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).

27.

A supplier must obtain oxygen from a state-licensed oxygen supplier.

28.

A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).

29.

A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.

30.

A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

MEDICARE DMEPOS SUPPLIER STANDARDS

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c). DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary. The Products and/or services provided to you by AIDS Healthcare Foundation d/b/a AHF Pharmacy are subject to the supplier standards contained in the Federal regulations shown at 42 C.F.R. Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at www.ecfr.gov. Upon request we will furnish you a written copy of the standards.

HOW TO ACCESS PHARMACY INFORMATION & SUPPORT SERVICES & HOURS OF OPERATION



Expert Patient Advocates

A 'patient advocate' is a person who helps guide a patient through the complex healthcare system. At AHF Pharmacy, you have a team of patient advocates ready to help support your health and medication needs. Members of our pharmacy staff are specially trained to help you access all of our pharmacy services discussed in this welcome booklet. We also work directly with other members of the healthcare team including your doctors and nurses. The Pharmacist in Charge acts as the lead patient advocate directing your care. However, all of our expert pharmacy staff are available and ready to help in this patient advocate role as well.



Accessing Pharmacy Representatives

- We provide 24/7 access to a pharmacist by calling **855-894-6337 (MEDS)**.
- You may reach our Pharmacy staff by calling the phone number above, by coming to the pharmacy in person (address above), or:



Going to our website:
www.ahfpharmacy.org



Some tips to assist with interactions with AHF Pharmacy and Staff

- Our goal is to provide you with personalized, one-on-one support from pharmacists, nurses and care coordinators. They're there to support your needs any time you have questions about your medication, side effects and more.
- Tell the pharmacist, nurse or care coordinators about any changes or complications in your therapy, such as side effects, trouble remembering to take your medications and non-prescription medicines and herbal remedies you may be taking.
- If you have questions regarding your Health Plan and what medications they cover, or other claims related information, please call the pharmacy and they will gladly assist you or after hours call our Customer Care Line at 855-894-6337 (MEDS).



Hours of Operation

- All AHF Pharmacy locations shall be open for operation during hours that are consistent with the mission of the individual locations.
 - You may reach our Pharmacist and staff by calling the pharmacy during our regular hours of operation or after hours call the Customer Care Line number 855-894-6337.
 - Operation hours shall be prominently displayed in accordance with State Regulations and consistent with good customer service.
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After Hours

- The AHF Pharmacy Customer Care Line has been implemented to accept incoming phone calls from patients, clients, customers (internal and external) and others that may have a grievance, complaint, suggestion, or other inquiries regarding the services and staff of AHF Pharmacy. Staff is available 24 hours per day, 7 days per week, and every day throughout the year.

**CALL THIS TOLL FREE NUMBER FOR AFTER HOURS SERVICE
855-894-MEDS (6337)**



Holidays

New Year's Day - January 1st

Martin Luther King Jr. Day - 3rd Monday in January

President's Day - 3rd Monday in February

Memorial Day - Last Monday in May

Independence Day - July 4th

Labor Day - 1st Monday in September

Thanksgiving - 4th Thursday in November

Christmas - December 25th

If you do not receive a delivery when you expect, please call the pharmacy number above or the Customer Care Center number:

855-894-MEDS (6337)



Emergency Disaster Information

- Any closing during regular operating hours shall be for emergency only or pre-approved by AHF Pharmacy administration. All closings shall be posted in a prominent location consistent with good customer service. If your medications are due for delivery or pick-up, a staff member will contact you and make arrangements with you to receive your medications.

**CALL THIS TOLL FREE NUMBER FOR AFTER HOURS SERVICE
855-894-MEDS (6337)**

PATIENT BILL OF RIGHTS & RESPONSIBILITIES

AHF Pharmacy Patients Have the Following Rights:

- **AHF Pharmacy patients are automatically enrolled in our Clinical Programs.**
- **Patients have the right to “opt-out” of AHF Pharmacy clinical programs at any time, revoke consent, or transfer to another provider.**
- **You have the right to know about the philosophy and characteristics of the services (patient management program) provided by AHF Pharmacy.**
- **Receive timely care.**
- **Assist in making decisions regarding your care.**
- **Take part in developing and/or changing your plan of care and receive the needed information to take part in your care, including the proper use, handling and storage of your medications, and knowledge of their effects. In addition, being informed of changes in AHF Pharmacy services, such as clinical services, dispensing systems, delivery policy, holiday schedule and hours of operation.**
- **Receive verbal and written explanations of the services, clinical services, and medication to be provided by AHF Pharmacy, and to have your medication questions answered by a pharmacist.**
- **Be completely informed, before or at the time of receiving services, about changes and costs related to your care, including any costs not covered by Medicare or other payers.**
- **To be informed, in advance, if you will be responsible for any changes.**
- **To receive prior notice of any changes in covered costs verbally and in writing within 30 calendar days from the date AHF Pharmacy becomes aware of the change or changes.**
- **Be completely informed about product selection, including suggestions of methods to obtain medications not available at the pharmacy where the product was ordered.**
- **Be completely informed about a process for refilling prescriptions which would otherwise be limited by benefit design in order to ensure access to the types of drug therapy needed.**
- **Participate in determining alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy in any language, if you have visual or hearing impairments, if you are on a ventilator, if you have cognitive impairments, or if the patient is a child.**

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- **Speak to healthcare professional (pharmacist, nurse) at any time.**
- **Know how to contact AHF Pharmacy staff by name (they are all required to wear a picture I.D. badge with their name in plain sight) seven (7) days per week.**
- **Know what to do if an emergency situation arises.**
- **Receive proper and professional pharmacy care without discrimination against your race, sex, color, religion, sexual preference, physical limitation, age or any other basis prohibited by law.**
- **Receive therapy with consideration and respect for your person and property.**
- **Be treated with dignity and individuality, including respect for your autonomy and right to confidentiality in treatment.**
- **Refuse treatment at any time and to be informed of potential consequences of refusing treatment.**
- **Be aware that AHF Pharmacy professionals are qualified to provide the services and care for which they are responsible.**
- **Be aware that if your health care needs cannot be met by AHF Pharmacy, you will be referred to a health care provider appropriate for your needs.**
- **Be aware of any additional health care needs at the end of your treatment.**
- **Voice complaints and/or suggest changes in your pharmacy services without compromising your care or causing repercussions.**
- **To have any complaint promptly investigated and be notified of the findings and/or corrective action taken.**
- **Be aware that if you are dissatisfied, you may contact the AHF Pharmacy management team and or your state's Board of Pharmacy, or any agency that has awarded accreditation status to AHF Pharmacy.**
- **Confidentiality of your personal and medical records and to approve or refuse release of the records to any individual outside the AHF organization, except when transferring care or services to another health facility, or as contractually required by the payer of the services you receive, or as required by law.**
- **You may designate another individual as a surrogate decision-maker, in accordance with law, on your behalf, and the circumstances under which he or she is authorized to make decisions about the care and services you receive, including refusal of care and services.**



- **As permitted by law, involve family members and friends to participate in your care.**
- **Discuss treatment options, regardless of cost or benefit coverage.**
- **Privacy of your health care needs and information, as required by law.**
- **Look at and get a copy of your medical records, as permitted by law.**
- **File for a hearing with your state's department that provides consumer protection, including Medicaid or other government funded healthcare services.**
- **Make suggestions about your rights and responsibilities.**
- **Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.**
- **Choose your pharmacy Service Provider.**
- **Receive information about your rights and responsibilities and to acknowledge this in writing before receiving pharmacy services.**

AHF Pharmacy Patients Have the Responsibility to:

- **Give accurate and complete health information about your past medical history, including hospitalizations, medications, allergies and other important health-related information.**
- **Provide accurate and timely information and documents required in providing services and developing your plan of care.**
- **Help in creating a safe home environment.**
- **Inform AHF Pharmacy immediately if scheduled prescription dispensing requires cancellation.**
- **Assist in developing your pharmacy plan of care.**
- **Follow your pharmacy plan of care and remain under a physician's care while receiving AHF Pharmacy services.**
- **Notify your provider of the plan of care developed by you and AHF Pharmacy, including adherence packaging that may be part of the care plan.**
- **Request further information and clarification if there is something you do not understand.**
- **Notify your physician and pharmacist if you choose to end therapy.**
- **Be responsible for costs related to your care that are not covered by Medicaid, Medicare or other payers.**

MEDICINE DISPOSAL GUIDELINES



Returning Medications to the Pharmacy

The Board of Pharmacy does not allow the Pharmacy to take back prescriptions that have left the pharmacy premises, even if the container has not been opened or there are unused medications that you wish to dispose of. The following information should be helpful to you on how to safely dispose of unused medications.



Some helpful tips from the Food and Drug Administration (FDA)

1. Before throwing out a medicine container, scratch out all identifying information on the prescription label to make it unreadable. This will help protect your identity and the privacy of your personal health information.
2. Do not give medications to friends or family. Doctors prescribe drugs based on a person's specific symptoms and medical history. A drug that works for you could be dangerous for someone else.
3. When in doubt about proper disposal, talk to your pharmacist.



Additional guidelines include:

Follow any specific disposal instructions on the drug label or patient information that accompanies the medication. Do not flush prescription drugs down the toilet unless this information specifically instructs you to do so.

Take-Back Programs

- Take advantage of community drug “take-back” programs that allow the public to bring unused drugs to a central location for proper disposal. Call your city or county government's household trash and recycling service to see if a take-back program is available in your community.
- The Drug Enforcement Administration (DEA) working with state and local law enforcement agencies is sponsoring National Prescription Drug Take Back Days throughout the United States. The same disposal methods apply to non-prescription medicines as well as the prescription medicines.

PATIENT ADVOCACY



A. Grievance and Complaint Reporting

- Each person who receives services from AHF Pharmacy will be treated with respect and dignity.
- AHF Pharmacy is committed to services that honor the rights, wishes and needs of each individual.
- Every patient has the right to have their concerns addressed, including suspected medication errors, poor customer service, delivery of medications, and any other service issue you feel is not meeting your healthcare needs.
- A sign is posted in each pharmacy, in a location that is obvious to patients and customers that lists a toll free number that they can call to lodge a complaint after they have first discussed with the Pharmacist In-Charge/ Manager and cannot find a resolution to the problem.
- If AHF cannot help you solve your concerns, you may contact ACHC (our accreditation agency that works with our Specialty and Medicare patients) at 1-855-937-2242.

CALL THIS TOLL FREE NUMBER FOR AFTER HOURS SERVICE
855-894-MEDS (855-894-6337)
OR E-MAIL rxsupport@ahfpharmacy.org



B. Integrity and Accountability

- AIDS Healthcare Foundation is committed to providing people that are HIV, Hepatitis Positive as well as other conditions (co-morbidities), with cutting edge medicine and advocacy, regardless of their ability to pay. We operate in a highly regulated healthcare environment, and we are all responsible for complying with all applicable federal and state laws as well as acting with integrity.

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- If you have a concern about possible inappropriate activity involving AHF, its employees, or its contractors, don't keep it to yourself. Talk to a AHF Supervisor or, if you prefer to remain anonymous and/or want to speak to AHF Management, please call:

**AHF COMPLIANCE HOTLINE
1-800-AIDSHIV (1-800-243-7448)**



C. Pharmacist Assistance

- AHF Pharmacist are clinically trained in the treatment of HIV, Hepatitis and the comorbidities that often accompany these conditions. In addition our pharmacists have experience and knowledge of the common conditions that many patients face as they age.



D. Consumer Advocacy Report

- Any time you have questions regarding your prescriptions or AHF Pharmacy services or simply need help in obtaining other necessary services that AHF may not provide, please feel free to call our Customer Care Line at 855-894-6337.
- Our AHF Pharmacy staff is skilled at helping you locate agencies and services that AHF may not provide and assist you in contacting those agencies and services.



E. Prescription Benefits Management

- Many health insurance plans use separate companies known as pharmacy benefit managers (PBM) for prescription coverage so you might have a prescription benefit card that is different from your medical insurance information.
- When you provide AHF Pharmacy with insurance information, we check your coverage and charge you only the co-payment and/or deductible if one is required by your particular prescription plan.

- If AHF Pharmacy is not enrolled in the network of your prescription plan, we have a team of experienced professionals that will do all we can to become a network pharmacy for your insurance plan.
- If not, we will contact you to explore alternative payment options. For example, we could bill you directly and you could seek reimbursement from your insurance company. Insurance plans often reimburse either the entire cost or part of the cost of prescriptions purchased from out-of-network pharmacies. You can have AHF Pharmacy transfer the prescription to a pharmacy in the Health Plan's network. We will always provide you with what the cost obtaining the medication from AHF Pharmacy will be in writing.
- If for some reason or another you wish to use a pharmacy other than AHF, we will transfer your prescription to a pharmacy of your choice, either by telephone, fax or provide you with copies that you can take to the pharmacy.
- Please see the next section (F) for more on how we assist you with your medication costs.



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F. Financial Assistance Programs

- AHF Pharmacy submits claims to your insurance plan on the day your prescription is filled. If for some reason the claim is rejected, after an AHF Pharmacy Team Member has attempted to resolve the issue with your insurance company, we will notify you and work with you to resolve the issue.
- You can check on the status of your prescription coverage at any time by calling the pharmacy and an AHF Pharmacy Team Member will provide you with any information you wish. You may also call our Customer Care Line at 855-894-6337 and they will assist you as well.
- In some situations it may be necessary to file an appeal with your health plan. We will work with you in collecting the necessary information required for the appeal.
- In instances where the issue cannot be resolved, or due to a requirement by your insurance carrier that you must pay a portion of the cost, we will explore all other possible methods and sources of getting the medication and/or co-payments paid.
- If there are no other alternatives found and you must pay the shared cost amount, AHF Pharmacy can accept credit, debit and Flexible Spending Account (FSA) cards, as well as check or money order. In addition, AHF Pharmacy can arrange a payment plan.
- If all other possible sources have not resolved the issue, AHF Pharmacy has a financial assistance program to help resolve the issue so that you will not go without your medication. An AHF Pharmacy Team Member will assist you in filling out the necessary form to establish your qualification for this "Hardship" program.

G. Returns Goods Policy

Prescriptions are not returnable for credit once they have left the control of AHF Pharmacy. We may not resale or reuse a prescription item that was previously dispensed, based on current State Regulations.

H. Medications Substitution Protocols

- AHF Pharmacy will always attempt to provide lower-cost generic medication and in some cases to lower your co-pay, in place of a brand-name medication unless you or your prescriber has specific reasons for not making these changes. Most insurance companies require a prior authorization to dispense brand name when a generic is available and AHF Pharmacy will complete the necessary “paper work” required.
- If a substitution should be made, a team member of AHF Pharmacy will contact you prior to shipping the medication to inform you of the substitution.

I. Regulatory Changes

When Federal and State Regulations are modified and require changes in the way we provide services, AHF Pharmacy will notify you of the change and how AHF will implement the changes.



OBTAINING MEDICATIONS AND SERVICES

1. AHF Pharmacy services are provided to customers and patients directly, with AHF Pharmacy staff personnel. We do not “outsource” services. In the event this becomes necessary, AHF Pharmacy will notify you of the reason, who the service is to be provided by, and how to contact them.

2. You may check on the status of your order at any time by contacting the pharmacy during normal business hours, or after hours by calling the Customer Care Line at 855-894-6337

3. How to Fill a New Prescription

- Many times your prescriber will call, fax or electronically send prescriptions to AHF Pharmacy for you.
- You may call AHF Pharmacy and ask us to call the prescriber for you.
- You may hand carry a prescription to AHF Pharmacy.
- Please provide prescriptions at least 20 minutes prior to our normal business closing time.

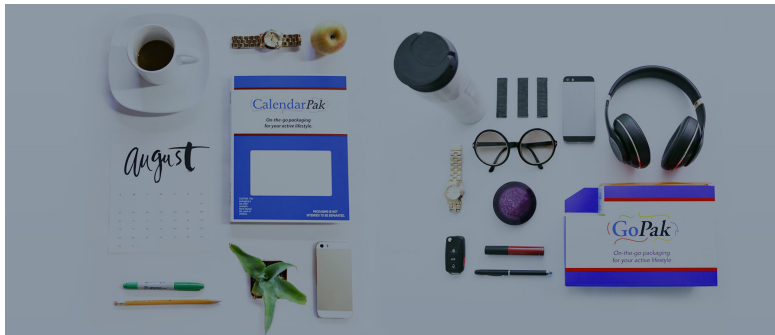
4. Ordering Refills

- Typically, an AHF Pharmacy team member will call you each month regarding ordering your monthly maintenance medications.
- You may order yourself by calling AHF Pharmacy directly.
- You may order yourself on the AHF Pharmacy Web Site.
- You may order yourself in person at the pharmacy.

- In the event there are no remaining refills on the prescription, AHF Pharmacy will contact your provider for additional refills. If there is a delay for one reason or another and you are running out of medication, the pharmacy will provide you with a few doses until we can get an answer from your provider.
- In some instances your Health Plan may require refills be obtained from a specific pharmacy. AHF Pharmacy will contact your insurance plan and attempt to receive permission to refill the prescription. If that fails, we will transfer the prescription to the Health Plan's authorized pharmacy and provide you with the name of the pharmacy and how to reach them.
- Please submit refill request at least 24 hours prior to using your last dose.

5. Medications Not Available at AHF Pharmacy

- In some cases, you may have a medication ordered that your insurance plan requires that it must be dispensed by a specific pharmacy or AHF Pharmacy is considered “Out of Network” with your plan. In this case AHF Pharmacy will transfer the prescription to the pharmacy indicated by your insurance plan.
- AHF Pharmacy will attempt to obtain medications for you at all times, if for one reason or another we cannot supply in a timely fashion, we will transfer the prescription to the pharmacy of your choice.
- If you choose to obtain the medication from AHF Pharmacy we will provide you with the costs in writing.



6. Delays in Obtaining Medications

- If there are no refills remaining on the prescription, AHF Pharmacy will contact your provider for permission to refill.
- If for one reason or another your insurance plan has changed or their medication formulary has changed or has restrictions on refills, AHF Pharmacy will contact your provider for an alternative. To ensure that you do not miss a dose, we will supply you with a few doses until the situation is resolved.
- In some cases, the pharmacy may not have the entire amount of a medication ordered by the prescription, or the pharmacy may be completely out of stock, or the pharmacy may not typically carry the medication in stock.
- AHF Pharmacy shall notify you of the circumstances and either:

- ***Partially fill the prescription and deliver the balance to you in a stated time frame.***

- ***Reorder the medication and deliver the medication to you in a stated time frame.***

7. Pharmacist Consultation

- An AHF Pharmacist is available 24 hours, 7 days per week, every day. This includes your “Home Pharmacy” pharmacist as well as a pharmacist available after the normal operating hours of the pharmacy.
- To reach a Pharmacist or any of the AHF Pharmacy Staff during normal business hours, simply call the pharmacy number.
- **If you wish to speak with a pharmacist after hours, please call our Customer Care Line at 855-894-6337**
- If you experience a problem taking your medication, including an allergic reaction, please call your doctor, pharmacist or our Customer Care Line at 855-894-6337 for help, or 911 if you have swelling, difficult breathing, or any other issues that may be affecting your ability to function.

8. Patient Care Management Programs

- AHF Pharmacy has a comprehensive patient care management program that we call “Integrated Medication Management”. This includes Pharmacists, Nurses, you, your Providers, and is overseen by AHF’s Chief of Medicine and other AHF Providers.
- All of AHF’s clinical services are at no additional cost to you.
- You have the option of receiving these services or not accepting them on a voluntary basis.

9. Health Information

- AHF Pharmacy will provide you with information regarding your medications on a consulting basis. This includes informing you about treatment options, what the medication is generally used for, storage and safe handling.
- AHF Pharmacy, upon request will provide you with manufacturer information regarding the medication you are taking.

10. Patient Incurred Costs

- Based on the insurance plan or other coverage that you may have for medications, you may be responsible for some “out of pocket” costs. AHF Pharmacy will work on your behalf to obtain coverage in one way or another, particularly for non-formulary items, share of costs such as co-pays, deductibles and other co-insurance costs.
- In the event that your insurance plan requires that you pay a share of the cost or other means of coverage are not available, AHF Pharmacy can work with you in a payment plan that will fit your income and circumstances.
- AHF Pharmacy shall provide you with the cost of the medication in writing.

Continued on Next Page

11. Delivery of Your Medication

We customize the delivery of your medications to meet your needs that include the following:

- You pick up in person
- We deliver with our AHF Courier to a location you designate
- U.S. Mail
- Commercial Carrier
- Those medications that require refrigeration or other special handling will be packaged and shipped to meet the manufacturer's requirements.
- We can arrange for the delivery to be left at your home or an alternate location that you have approved and specified.
- You may contact the pharmacy or the Customer Care Line to check on the progress of your medication delivery.
- In the event that a package has not arrived, please call the pharmacy and we will investigate, and arrange a new shipment be sent to you, in most cases, at no additional cost.
- Should AHF become aware that a delivery/shipment has been lost, we will notify you and deliver/ship a new supply to you, in most cases, at no additional cost.

SAFE HANDLING OF MEDICATIONS

- On receiving your prescription, review the package label, specifically checking medication name and dosage.
- Be sure you completely understand when and how to take the medication and call the pharmacy if you have questions or it's not clear on how to take or store your medications.
- If you suspect an error has been made, call the pharmacy immediately and discuss with the pharmacist, if your concerns have not been satisfied, please call our Customer Care Line at 855-894-6337 for additional follow-up.
- Store your medications as instructed and as outlined on the prescription label.
- Take the medication as instruction on the prescription label, if you have questions, please call the pharmacy.
- If there are any adverse effects, write them down and contact your provider and/or the pharmacy immediately. You can also contact the FDA Adverse Event Reporting System (FAERS) and report any adverse reaction. The FDA's MedWatch site provides information about voluntary and mandatory reporting.
- Contact FDA-Toll Free:
(855) 543-3784 or (301) 796-3400
druginfo@fda.hhs.gov
Human Drug Information
- **DRUG RECALLS:**
AHF Pharmacy follows the drug recall guidelines created by the FDA, drug Manufacturers, drug distributors, and/or state and federal regulatory agencies. AHF Pharmacy will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, AHF Pharmacy will contact your prescriber or your health plan. When appropriate, AHF will pick up the unused portion of your medication for return to the manufacture and replace the unused portion at no cost, to ensure you do not miss any doses.
- Be sure to keep the pharmacist updated on all the medications you take (monthly adherence calls) including non-prescription medications, vitamins, herbals or other alternative medicines.
- Keep the pharmacist updated on any specific dietary requirements.

MEDICATION STORAGE



Your medications must be stored properly so that they maintain their full potency.

Follow these basic rules:

- *Always keep medicines in their original container.*
- *Follow instructions that are on auxiliary labels that are attached to the container (usually yellow colored sticker type labels) for additional information.*
- *Check the expiration date each time you take a medicine.*
- *Never use a medicine that has changed color, odor, texture, even if it has not expired.*
- *If you receive medications from the pharmacy that are temperature sensitive and the monitoring device indicates the medications exceeded the temperature range during delivery, call the pharmacy for instructions and/or replacement.*
- *Discard capsules or tablets that stick together, are harder or softer than normal, or are severely cracked or chipped. (See section on Drug Disposal Guidelines).*
- *Replace any medicines that are out of date.*
- *Ask your AHF Pharmacist about any specific storage instructions that may be confusing or that you have questions about.*

PATIENT SAFETY SUGGESTIONS

1. Hand Washing

Studies show that hand washing is the most effective method of reducing the spread of infections. Washing your hands before and after preparing or handling medications is an important step to follow.

- *Collect the supplies (Soap, Paper towels or a clean cloth towel).*
- *Wet your hands with warm water.*
- *Place a small amount of soap on your hands.*
- *Rub your hands briskly together for at least 30 seconds.*
- *Be sure to wash between your fingers.*
- *Rinse your hands with warm water.*
- *Dry off hands with a paper or clean cloth towel.*
- *Turn off your faucet with the towel*
- *If you touch anything such as your hair, sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.*

If the situation is such that there is not a water supply available, use an alcohol-based antibacterial hand cleanser.

2. Falling

- *People falling in their own homes is the most common way people are injured.*
- *Here are some tips on how to avoid falling accidents.*
 - *Keep the floor clean; clean up spills right away.*
 - *If you have “throw” type rugs, place them over a liner or choose rugs with non-skid backs to reduce your chance of slipping and falling.*
 - *Use a non-slip mat or install adhesive strips in your bathtub or shower.*
 - *Keep telephone, computer and other electrical cords tucked away, out of walkways.*
 - *All stairs and steps should have handrails.*
 - *If you have small children and have stairs, use gates at the top and bottom of the stairs.*
 - *Have walkways well lighted and use night lights where needed.*
 - *Have a flashlight that works (upstairs and downstairs).*

3. Power Outage

- *Notify your electric and gas companies if there is a loss of power.*
- *Report any special needs for a backup generator to the electric and gas companies. (If you are on a nebulized medication or other medication that requires electricity to administer and ask for priority for the restoration of your electricity).*
- *Have a battery operated radio, flashlights, extra batteries and/or candles available. (If on oxygen, turn it off before lighting candles).*

4. Fire and Burn Prevention

- *Have smoke detectors in the home, batteries should be checked and replaced once a year (A change in daylight savings time is a good time to remember).*
- *Test each smoke detector on a regular basis.*
- *Place covers over all electrical outlets.*
- *Check to be sure your water heater is set to the appropriate temperature. (Recommended no higher than 120° F.)*
- *Keep matches and lighters out of the reach of children.*
- *Keep children away from the stove while cooking.*
- *Do not leave a stove unattended while cooking.*
- *Have a fire plan and be sure all family members know what to do if there's a fire.*

5. Fire Response

- *Rescue anyone from immediate danger.*
- *If bedridden, tie a knot in the head and foot of the sheet, using the sheet, pull the person to safety. If two people are available, make a chair from the rescuers' arms and carry the patient to safety.*
- *If safe, alert the fire department, otherwise evacuate the area.*

- *Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.*
- *Do not attempt to extinguish the fire, UNLESS, the fire is only in a small localized area, otherwise, evacuate the building and notify the fire department when you are safe.*
- *When all is safe, and relocation of you and family are necessary, please notify AHF Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.*

6. Natural Disasters (Earthquake, Hurricane, Tornado)

- *In disaster-prone areas, store food and extra bottled water.*
- *Have a battery-operated radio, flashlights and extra batteries.*
- *If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. (They may be able to prioritize the restoration of your electricity).*
- *Check for injuries*
- *Check your home for any gas or water leaks and turn off appropriate valves (Know where the valves are located and keep a tool close by to turn off valves).*
- *Stay away from windows or broken glass.*
- *Wear shoes at all times.*
- *Evacuate area if necessary.*
- *If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.*
- *When all is safe, and relocation of you and family are necessary, please notify AHF Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.*

7. Flood

- *In flood-prone areas, store extra food and extra bottled water.*
- *Have a battery operated radio, flashlights and extra batteries available.*
- *Know where the shut valves are located for gas and water, have a wrench available to shut off valves.*
- *If using an infusion pump, unplug the device unless the I.V. pole is touching water.*
- *Report any special needs for backup generator to the electric and gas companies.*
- *Evacuate the area.*
- *Contact the local law enforcement, civil defense and/or emergency preparedness agency.*

8. AHF Pharmacy Response

- *If your medications have been damaged or lost due to such an event, we want to be sure to replenish your supply as soon as possible .*
- *When all is safe, please notify AHF Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.*
- *When we have prior warning of an impending disaster, we will prepare all applicable refills that are due within the next 10 days and notify you and distribute to you by the most expedite and safe method.*
- *We will provide outreach and information to you regarding services after the disaster has been declared “all-clear” and it is safe to return to the pharmacy. A follow-up contact will be made with you within 24 hours after the authorities has issued the all-clear.*

NOTES

NOTES

WE STAND BEHIND OUR PROMISE OF ALWAYS PROVIDING EXCELLENT SERVICE

We will provide the very highest quality generic medications when one is available and we will work with your provider to suggest therapeutic substitution, if required by your insurance plan or treatment needs.

To speak to a member of our patient care staff, dial the number below:

(855) 894-6337

AHF Pharmacy is run by AIDS Healthcare Foundation, the largest nonprofit global HIV/AIDS organization. 96¢ of every dollar earned by our pharmacies directly fund HIV/AIDS programs and services domestically and abroad.

At AHF Pharmacy, we promise our patients will always come first.

E-Mail:

Rxsupport@ahfpharmacy.org

