



1209 Route 300 Suite  
103 Newburgh, NY  
12550 800-810-9274

## PATIENT FREQUENTLY ASKED QUESTIONS

### Can I be part of my care?

**Yes, participating in your care is very important.** The first time we talk with you, you'll learn about our pharmacy and you'll be invited to check us out at [route300pharmacy.com](http://route300pharmacy.com). Please spend time there to learn what to expect during your treatment. This website is where you can sign consent forms and find a copy of new patient paperwork. You will also read about the importance of working together for the best health outcomes.

### What are your Pharmacy hours?

**Pharmacy hours:** Monday – Friday 8 am – 5 pm ET

**Call center hours for refills or questions:** Monday – Friday 8 am - 8 pm ET  
Saturday – Sunday 8 am - 5 pm ET

**On-call pharmacist:** 24 hours a day, 7 days a week

**In case of a medical emergency, please call 911**

### What is the Patient Management Program?

The Patient Management Program is a program designed by our team of pharmacists and nurses to work collaboratively with you and your physician to produce the best outcomes for your therapy. By working as a team, we can better manage your treatment plan and work through any side effects to determine the best path forward for you.

### Can I choose not to participate in the Patient Management Program?

You may choose to opt-out of the Patient management program. We think it is a good idea for you to talk it over with someone from our pharmacy team so you can choose the options that best fit your needs.

### Are there limitations to the Patient Management Program?

The Patient Management Program

- does not replace the need to visit your physician for scheduled appointment. Those visits are necessary so your doctor can continue to monitor your progress.
- is not a guarantee that you will be cured or that you will not have side effects from the medication you are receiving, however, patients who are involved with the Patient Management Program may help improve outcomes and reduce or control side effects.
- may not provide treatment for non-specialty medication needs.

In addition, the pharmacist cannot make changes to your prescription without the involvement of your prescriber.

### How do I contact the Patient Management Program team?

You may reach the Patient Management Program Customer Service line at 800-628-2965 x 4602.

**If I am a Medicare Part D patient, what are my rights if a prescription is not covered (“filled”) under my Medicare Part D Benefit?**

Refer to the CMS 10147 form, which you can find at the website below:

<https://www.cms.gov/Outreach-and-Education/Outreach/Partnerships/downloads/yourrightsfactsheet.pdf>

**How do I order a refill?**

Expect a call from the pharmacy each month to refill your medication. We will call you about a week before you’ll run out of medication. Our Patient Care Coordinators will try all of the phone numbers we have for you.

**If you have not received a call from the pharmacy, you or an authorized representative can call us about your refill order at 800-810-9274.**

**Will my refills be automatically sent to me?**

No, a Patient Care Coordinator will need to speak with you or an authorized representative and ask you a short series of questions for the pharmacist to review. During this call, we’ll also check the day of the week you’d prefer your refill to arrive. The pharmacy can deliver your order to your home, office, or designated destination.

**How can I track my shipment?**

We can send a shipment tracking number to your email address. You can also contact our pharmacy for shipping questions.

**Do I need to be home to sign for my delivery?**

Most insurance programs **REQUIRE** that you (or anyone 18 years of age or older) sign for receipt of your package. If you are not going to be home, we can have the package delivered to your workplace or another convenient location. If you would like the carrier to leave your medication at your door, we can enclose a delivery ticket with a self-addressed return envelope. This delivery ticket must be signed and returned to the office as proof of delivery.

**Who delivers my medications?**

Deliveries will be sent by Federal Express.

**How do I pay for my medication?**

Your copay or coinsurance is due each time you refill your medication. BioPlus accepts all major credit cards as well as electronic checks

**What do I need to do if my insurance changes**

If you receive any notification that your insurance has changed, been updated, or you receive a new ID card, please call the pharmacy as soon as possible to provide the new information to one of our Patient Care Coordinators. The pharmacy will verify the new information to update your account.

**What if I have a question about my bill?**

If you have a question about your bill, please contact the pharmacy at 888-292-0744 and dial extension 4910 to speak with the Reimbursement Team.

**What if I have a medication issue?** (Examples: an injection doesn’t work properly, medication looks wrong or different, the label is wrong, etc.)

Call the pharmacy right away to let us know about any medication concerns, you may need to speak to one of our Pharmacists. Many medications can be replaced by the manufacturer. After speaking with you we can assess your individual situation for the best resolution.

**What if I have a question about my medication or think my medication is affecting me negatively?**

If the symptoms you are experiencing are dangerous or life-threatening, please call 911 immediately. All potential adverse effects or drug reactions should be reported to your physician and pharmacy. You can contact our pharmacy team at **800-810-9274**.

**What happens if Route 300 cannot fill my prescription?**

Route 300 will determine which pharmacy can fill your prescription. We will then contact you with the pharmacy name and phone number. We will also notify your physician and transfer your prescription to the new pharmacy (if that pharmacy allows prescription transfers).

**What happens if there is a delay in receiving my order?**

We will contact you if your order is delayed. If we are informed of a delay, we will let you know the reason for the delay and discuss a resolution. If you have any concerns, call the pharmacy at **800-810-9274**.

**What happens if my medication is recalled by the manufacturer?**

The pharmacy will contact you by phone to discuss the recall and will give you instructions on how to handle the recall.

**What if I have a question, concern, or complaint?**

Please contact our pharmacy team at **800-810-9274**.

**Thank you for choosing Route 300!**

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