



Welcome to iCare Rx Pharmacy!

Thank you for choosing us as your pharmacy provider and allowing us the opportunity to provide you quality personal care! Our highly experienced and dedicated pharmacy team is excited to work with you and are ready to make sure all of your needs are met.

This Package Includes:

- New Patient and Pharmacy Information
- Notice of Privacy Practices
- Patient's Rights and Responsibilities
- Information about our Website

Patient Services:

- Assist with enrollment into Patient Assistance programs
- Free Sync of Meds
- Adherence and compliance support
- Assistance with prior authorizations and appeals
- Blister packaging to increase compliance
- Free HIV/HEP C Testing through our trusted partners
- Dedicated Care Representative
- 24/7 access to specialty trained pharmacists
- Client Outreach Program
- Free Medication delivery customized to meet your needs and preferences
- Counseling for new medication, existing medication and medication interactions
- MTM available

Contact Information

Hours of Operation

Monday through Friday, 9am – 5pm

The pharmacy is closed on the following holidays:

- New Year's Day
- Memorial Day
- 4th of July Day
- Labor Day
- Thanksgiving Day
- Christmas Day

24/7 Support

Clinically trained personnel are available 24 hours a day, 7 days a week. This includes holidays and weekends. Our after-hours clinicians can assist you with urgent questions.

To contact a pharmacist or pharmacy representative:

ICARE RX LLC

14447 Country Walk Dr. Miami, FL 33186-8104

- Toll-Free Phone and Fax: 888-606-7471
- Email: icarerx@340bpharm.com
- Text: RXLOCAL App
 - To Download the RXLOCAL App:
 - Visit: <https://www.rxlocal.com/patient-mobile-app>
or
 - Send a text to the number 64890, with the message RXLOCAL, to receive a link to download the app

Contact Information

Contacting the Pharmacy for Urgent Situations:

- In the case of a medical emergency, call 911.
- For urgent situations (clinical questions, suspected medication errors or concerns, or experiencing an adverse drug reaction) call the pharmacy and request to speak to the pharmacist.
 - If it is during business hours, a pharmacist will immediately assist you.
 - If it is after-hours, an answering service will receive the phone call on behalf of the pharmacy. A pharmacist will return your call within 1 hour

Contacting the Pharmacy Team for Non-Urgent Situations:

- The pharmacy team can be reached by phone call, email, or text via RxLocal App.
 - If it is during business hours, a pharmacist will immediately assist you.
 - If it is after-hours, an answering service will receive the phone call on behalf of the pharmacy. The caller will be requested to call back the next business day.
- Email and text (through RxLocal App) should only be used for non-urgent situations.
 - A pharmacy team member will respond within 1 business day

When to Contact Us

- You have questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- To check the status of your order
- To discuss an order delay
- To reschedule your delivery
- To receive claims related information

Patient Rights & Responsibilities

As our patient, you have the RIGHT to:

- Have personal health information shared with the patient management program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the specialty patient management program
- Decline participation, or disenroll, at any point in time

As our patient, you have the RESPONSIBILITY to:

- Give accurate clinical and contact information and to notify the specialty patient management program of changes in this information
- Notify the treating prescriber of participation in the services provided by the pharmacy, such as the specialty patient management program

Notice of Privacy Practices

To Our Patients:

The privacy of your medical information is important to us.

We understand that your medical information is personal and we are committed to protecting it. We create a record of the care and services you receive at your organization. We need this record to provide you with quality care and to comply with certain legal requirements. This notice will tell you about the ways we may use and share medical information about you. We also describe your rights and certain duties regarding this use and disclosure of medical information.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.

Your health record contains personal information about you and your health. This information about you that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services is referred to as Protected Health Information ("PHI"). This Notice of Privacy Practices describes how we may use and disclose your PHI in accordance with applicable law, including the Health Insurance Portability and Accountability Act ("HIPAA"), regulations promulgated under HIPAA including the HIPAA Privacy and Security Rules, and the NASW Code of Ethics. It also describes your rights regarding how you may gain access to and control your PHI. We are required by law to maintain the privacy of PHI and to provide you with notice of our legal duties and privacy practices with respect to PHI. We are required to abide by the terms of this Notice of Privacy Practices. We reserve the right to change the terms of our Notice of Privacy Practices at any time. Any new Notice of Privacy Practices will be effective for all PHI that we maintain at that time. We will provide you with a copy of the revised Notice of Privacy Practices by posting a copy on our website, sending a copy to you in the mail upon request or providing one to you at your next appointment.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

For Treatment. Your PHI may be used and disclosed by those who are involved in your care for the purpose of providing, coordinating, or managing your health care treatment and related services. This includes consultation with clinical supervisors or other treatment team members. We may disclose PHI to any other consultant only with your authorization.

For Payment. We may use and disclose PHI so that we can receive payment for the treatment services provided to you. This will only be done with your authorization. Examples of payment-related activities are: making a determination of eligibility or coverage for insurance benefits, processing claims with your insurance company, reviewing services provided to you to determine medical necessity, or undertaking utilization review activities. If it becomes necessary to use collection processes due to lack of payment for services, we will only disclose the minimum amount of PHI necessary for purposes of collection.

For Health Care Operations. We may use or disclose, as needed, your PHI in order to support our business activities including, but not limited to, quality assessment activities, employee review activities, licensing, and conducting or arranging for other business activities. For example, we may share your PHI with third parties that perform various business activities (e.g., billing or typing services) provided we have a written contract with the business that requires it to safeguard the privacy of your PHI. For training or teaching purposes PHI will be disclosed only with your authorization.

Required by Law. Under the law, we must disclose your PHI to you upon your request. In addition, we must make disclosures to the Secretary of the Department of Health and Human Services for the purpose of investigating or determining our compliance with the requirements of the Privacy Rule.

Without Authorization. Following is a list of the categories of uses and disclosures permitted by HIPAA without an authorization. Applicable law and ethical standards permit us to disclose information about you without your authorization only in a limited number of situations.

Child Abuse or Neglect. We may disclose your PHI to a state or local agency that is authorized by law to receive reports of child abuse or neglect. Judicial and Administrative Proceedings. We may disclose your PHI pursuant to a subpoena (with your written consent), court order, administrative order or similar process.

Deceased Patients. We may disclose PHI regarding deceased patients as mandated by state law, or to a family member or friend that was involved in your care or payment for care prior to death, based on your prior consent. A release of information regarding deceased patients may be limited to an executor or administrator of a deceased person's estate or the person identified as next-of-kin. PHI of persons that have been deceased for more than fifty (50) years is not protected under HIPAA.

Medical Emergencies. We may use or disclose your PHI in a medical emergency situation to medical personnel only in order to prevent serious harm. Our staff will try to provide you a copy of this notice as soon as reasonably practicable after the resolution of the emergency.

Family Involvement in Care. We may disclose information to close family members or friends directly involved in your treatment based on your consent or as necessary to prevent serious harm.

Health Oversight. If required, we may disclose PHI to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies and organizations that provide financial assistance to the program (such as third-party payers based on your prior consent) and peer review organizations performing utilization and quality control.

Law Enforcement. We may disclose PHI to a law enforcement official as required by law, in compliance with a subpoena (with your written consent) , court order, administrative order or similar document, for the purpose of identifying a suspect, material witness or missing person, in connection with the victim of a crime, in connection with a deceased person, in connection with the reporting of a crime in an emergency, or in connection with a crime on the premises.

Specialized Government Functions. We may review requests from U.S. military command authorities if you have served as a member of the armed forces, authorized officials for national security and intelligence reasons and to the Department of State for medical suitability determinations, and disclose your PHI based on your written consent, mandatory disclosure laws and the need to prevent serious harm.

Public Health. If required, we may use or disclose your PHI for mandatory public health activities to a public health authority authorized by law to collect or receive such information for the purpose of preventing or controlling disease, injury, or disability, or if directed by a public health authority, to a government agency that is collaborating with that public health authority.

Public Safety. We may disclose your PHI if necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. If information is disclosed to prevent or lessen a serious threat it will be disclosed to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

Research. PHI may only be disclosed after a special approval process or with your authorization.

Verbal Permission. We may also use or disclose your information to family members that are directly involved in your treatment with your verbal permission.

With Authorization. Uses and disclosures not specifically permitted by applicable law will be made only with your written authorization, which may be revoked at any time, except to the extent that we have already made a use or disclosure based upon your authorization. The following uses and disclosures will be made only with your written authorization: (i) most uses and disclosures of psychotherapy notes which are separated from the rest of your medical record; (ii) most uses and disclosures of PHI for marketing purposes, including subsidized treatment communications; (iii) disclosures that constitute a sale of PHI; and (iv) other uses and disclosures not described in this Notice of Privacy Practices.

Right of Access to Inspect and Copy. You have the right, which may be restricted only in exceptional circumstances, to inspect and copy PHI that is maintained in a "designated record set". A designated record set contains mental health/medical and billing records and any other records that are used to make decisions about your care. Your right to inspect and copy PHI will be restricted only in those situations where there is compelling evidence that access would cause serious harm to you or if the information is contained in separately maintained psychotherapy notes. We may charge a reasonable, cost-based fee for copies. If your records are maintained electronically, you may also request an electronic copy of your PHI. You may also request that a copy of your PHI be provided to another person.

Right to Amend. If you feel that the PHI we have about you is incorrect or incomplete, you may ask us to amend the information although we are not required to agree to the amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us. We may prepare a rebuttal to your statement and will provide you with a copy. Please contact the Privacy Officer if you have any questions.

Right to an Accounting of Disclosures. You have the right to request an accounting of certain of the disclosures that we make of your PHI. We may charge you a reasonable fee if you request more than one accounting in any 12-month period.

Right to Request Restrictions. You have the right to request a restriction or limitation on the use or disclosure of your PHI for treatment, payment, or health care operations. We are not required to agree to your request unless the request is to restrict disclosure of PHI to a health plan for purposes of carrying out payment or health care operations, and the PHI pertains to a health care item or service that you paid for out of pocket. In that case, we are required to honor your request for a restriction.

Right to Request Confidential Communication. You have the right to request that we communicate with you about health matters in a certain way or at a certain location. We will accommodate reasonable requests. We may require information regarding how payment will be handled or specification of an alternative address or other method of contact as a condition for accommodating your request. We will not ask you for an explanation of why you are making the request.

Breach Notification. If there is a breach of unsecured PHI concerning you, we may be required to notify you of this breach, including what happened and what you can do to protect yourself.

Right to a Copy of this Notice. You have the right to a copy of this notice.

How to Report a Complaint

If you are not happy with our service or if you believe we have violated your privacy rights, please let us know. You have the right to file a complaint and may do so by phone, in person, or in writing.

To our pharmacy:

See section "To contact a pharmacist or pharmacy representative" on page 2 of this packet for contact information.

To our Privacy Officer:

Chris Wakefield, Privacy Officer
1193 Beechwood Blvd
Pittsburgh, PA 15206
cwakefield@340bpharm.com

Resources

Enrollment Forms

Available through our website (**www.340bpharm.com**) as downloadable PDF files or online forms. PDFs are available in English and Spanish. Online form has a Spanish toggle.

Surveys

Available through our website (**www.340bpharm.com**) as online forms.

- Patient Satisfaction Survey
- Prescriber/Provider Satisfaction Survey
- Health Survey

Patient FAQ's and Other Resources

Frequently asked questions and resources about various conditions are available through our website (**www.340bpharm.com**).