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## SPECIALTY WELCOME PACKET





## YOUR ADVANCED PHARMACY SERVICES PROVIDER

J&B Pharmacy Services is focused on managing your overall health and wellness. We offer a wide range of services to provide the highest level of pharmacy care to our patients. We support an extensive offering from prescription medications to medical supplies with emphasis on diabetes care, medication therapy management, and so much more.

Our dedicated team provides reliable delivery and world class care through the support of our experience-driven, highly-trained pharmacy staff. We will work with your healthcare providers to assist you in obtaining these services that improve your quality of life.

J&B Pharmacy Services is affiliated with the J&B Medical family of companies, a nationally certified Women's Business Enterprise composed of knowledgeable industry professionals.

Our goal is simple: enhance the quality of life, improve clinical outcomes, and reduce healthcare costs. We settle for nothing less than the most innovative industry practices and the highest levels of integrity.

## FIND US

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### **J&B Medical Headquarters**

50496 Pontiac Trail, Suite 1500  
Wixom, MI 48393

**Telephone:** 888.611.2941

**Fax:** 888.611.2942

**Website:** [www.jandbpharmacy.com](http://www.jandbpharmacy.com)

**Email:** [info@jandbpharmacy.com](mailto:info@jandbpharmacy.com)

**Hours:** 9:00am – 5:00pm EST M-F

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Dear Patient,

Welcome to J&B Pharmacy Services Inc. We appreciate the opportunity to serve you for all your specialty needs. Patient safety, satisfaction, and high quality of service are our main priorities. Our programs are designed to work in collaboration with your healthcare and insurance providers. Our pharmacy team is trained to provide a wide range of support and care. We want to make sure you have continued access to specialty medications for your complex medical condition.

By using J&B Pharmacy Services, you will have access to all of our programs. You may also be eligible to receive a 90-day supply of your prescription.

### **This welcome packet will describe the services we offer including:**

- Enrollment in our Therapy Management Programs: This is a program individualized to each patient to help manage side effects, promote adherence to therapy and improve overall health
- Ongoing communication with your healthcare providers
- Training and education over the phone
- Refill reminders
- Coordination with your insurance company for medication coverage
- Financial assistance
- Free delivery of medication
- Access to a clinical pharmacist 24 hours a day, 7 days a week (including weekends and holidays)

We look forward to taking care of all your prescription needs. If you have any questions or comments, please call us at **888.611.2941**, email us at [info@jandbpharmacy.com](mailto:info@jandbpharmacy.com) or via our website [www.jandbpharmacy.com](http://www.jandbpharmacy.com).

### **Our Normal Business Hours (Eastern Time Zone):**

- **Monday-Friday, 9am-5pm**
- **Closed Saturdays, Sundays, and Major Holidays**
- **A clinical pharmacist is on-call 24/7 for any urgent concerns**

Thank you for choosing J&B Pharmacy!

Sincerely,

**Your J&B Team!**

J&B Pharmacy Services provides a Therapy Management Program for patients receiving specialty medications. This program is designed to help patients understand, manage and comply with the medication treatment plan. In addition, it provides assistance and resources for patients who are having difficulty taking, obtaining or adhering to their medication schedule. We believe that your treatment is enhanced when you or your caregiver can make informed decisions about your medication therapy. J&B Pharmacy's Therapy Management Program services include the following:

- Initial health assessment of the patient
- Education and counseling with a Clinical Pharmacist
- Information and resources to enhance patient's compliance with specialty drug administration
- Manage side effects
- Coordination of healthcare services with patient providers
- Planning of continued care to ensure patients' treatment meets their needs

## **Why use our Therapy Management Program?**

We believe patients may gain some of the following health benefits by participating:

- Enhanced knowledge of medication use
- Improved medication compliance by creating an individualized schedule for each patient to make sure medication doses are not missed
- Improved knowledge to manage difficult side effects
- Improved self-management
- Improved coordination of healthcare services through the collaboration of our Clinical Pharmacist and your doctor
- Access to a Clinical pharmacist 24/7 at 888.611.2941

If you are taking a specialty medication for a chronic medical condition, you will automatically receive the services of our Therapy Management Program. However, you may request not to participate in the program at any time by reaching out to one of our Clinical Pharmacists at 888.611.2941.

# What to Expect



## Personalized Patient Care

Our staff is here to discuss your treatment plan, educate you on your medication and help to hopefully improve your health with your therapy.

## Collaboration with Your Health Care Providers

Our staff will work closely with your healthcare provider to make sure there are no issues or barriers preventing you from receiving the proper and most effective treatment.

## Routine follow up care

Enrollment in any of our programs is voluntary and provided at no cost. We will regularly reach out to you to ensure you are following your medication therapy, getting your refills on time and provide you with any help you may need with your treatment.

## Financial Assistance

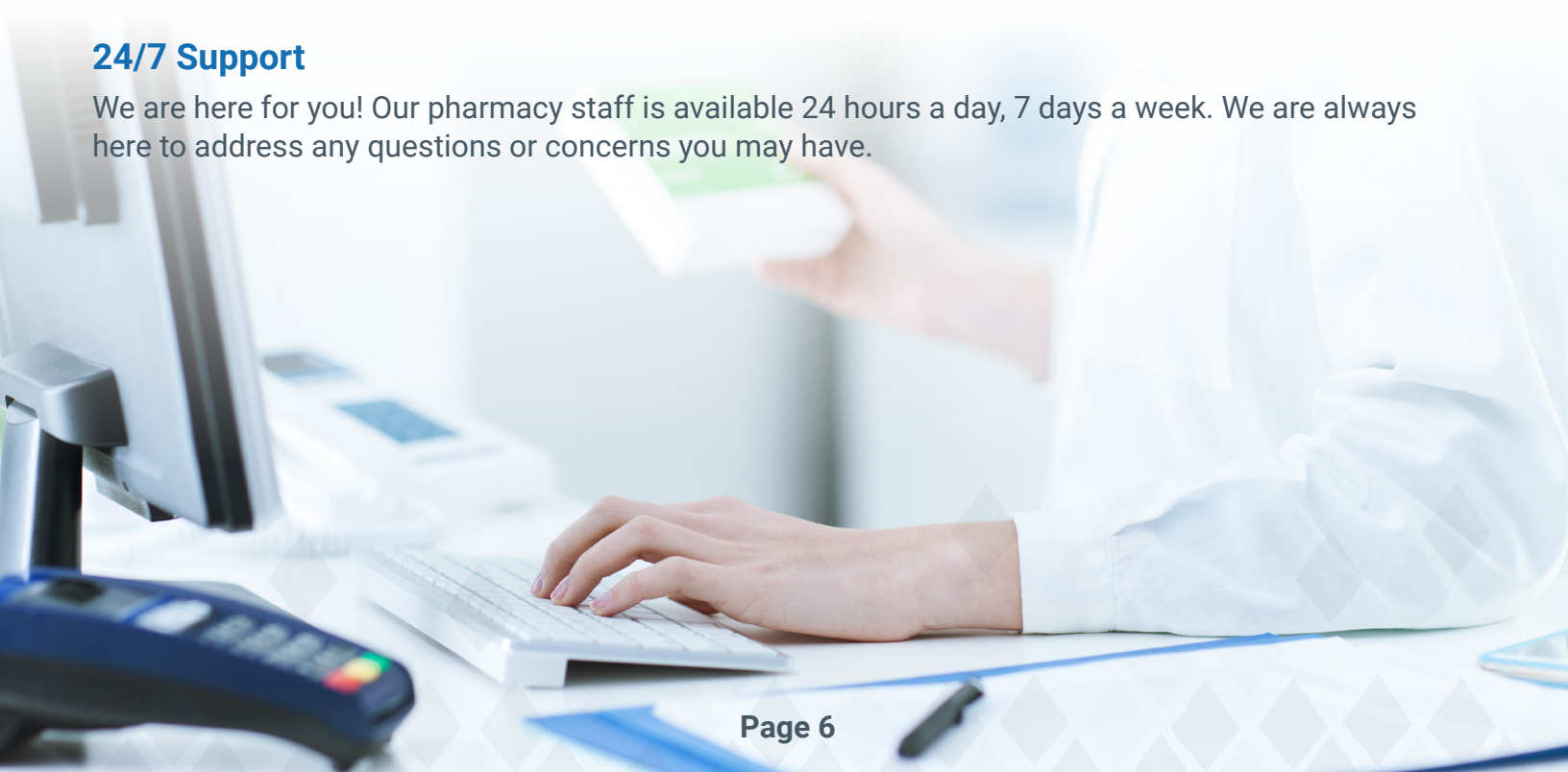
We know that medication costs can add up. We will help you to explore every option available to you. We will assist you in the application process for financial assistance programs.

## Delivery

We offer fast and convenient delivery to your home, workplace or location you prefer. Our staff will contact you to set up delivery of your medication.

## 24/7 Support

We are here for you! Our pharmacy staff is available 24 hours a day, 7 days a week. We are always here to address any questions or concerns you may have.



# When to Contact Us



**We want to provide you with the highest quality of care.**

**Please contact us if:**

- You have any questions or concerns about your medication
- You experience an allergic reaction to or side effect from your medication
- If there is a change in your medication use
- There are any changes to your contact or delivery address
- There are any changes to your insurance information or payment source
- You need to check the status of or reschedule your delivery
- You have not received your delivery
- You have questions or concerns about our pharmacy services

**Please contact your doctor if you have any health concerns.**

**If you need immediate attention, please visit the Emergency Department.**


**In case of emergency, please call 911.**



## Filling new prescriptions

- Have your doctor electronically send prescription.
- Have your doctor phone in a prescription at 888.611.2941
- Have your doctor fax your prescription 888.611.2942.
- **Mail new prescription to:**  
J&B Pharmacy Services  
50496 W. Pontiac Trail, Suite 1500  
Wixom, MI 48393


## Refilling a prescription

- [www.jandbpharmacy.com](http://www.jandbpharmacy.com)
- Register on the  local mobile app from the APP store (Apple products) or Google Play (Android Products).
- Call 888.611.2941 during business hours Monday thru Friday 9AM-5PM EST.


## Transferring prescriptions

- [www.jandbpharmacy.com](http://www.jandbpharmacy.com)
- Call 888.611.2941 during business hours Monday thru Friday 9AM-5PM EST.
- Have your current pharmacy contact us at 888.611.2941.

## Managing prescriptions online

- [www.jandbpharmacy.com](http://www.jandbpharmacy.com) and register via the  local app on the website  
***\*Please note: You will need to have filled your prescriptions with J&B Pharmacy before you can manage them online.***

## Order status

-  Local App
- Call 888.611.2941 during business hours Monday thru Friday 9AM-5PM EST.

## **Prescriptions not covered by insurance plan or has a deductible, co-pays or co-insurance**

- We will submit claims to your insurance carrier on the date we fill your prescription. If the claim is rejected, someone from our staff will contact you so that we can work together to resolve the issue.
- You may be required to pay a part of your medication cost in the form of a co-payment. Your co-payment can sometimes include a deductible or co-insurance that will need to be paid.
- We want to ensure there are no financial barriers to you getting your medication. Our staff will assist you with financial assistance options that include drug coupons, assistance from manufacturers, and funding from foundations.
- Someone from our staff will contact you if there is a significant increase in your copay, or for any copay over \$50.00 prior to billing your credit card.

## **Payment options**

- J&B Pharmacy Services accepts debit cards, all major credit cards, and FSA (Flexible Spending Account) cards for co-pays and any prescription that would not be covered under your insurance plan.

## **Cash price of prescription**

- Call 888.611.2941 during business hours Monday thru Friday 9AM-5PM EST and a patient care team member will assist you with pricing.

## **Network status of pharmacy**

- Call 888.611.2941 during business hours Monday thru Friday 9AM-5PM EST and a patient care team member will assist you in checking the status.

## **General information on prescriptions and available substitutes**

- Call 888.611.2941 to speak with a pharmacist.

## **Need additional medication until prescription is delivered**

- You can request a 30-day prescription from your doctor and fill it at a local pharmacy.

## **Obtaining medication not available at J&B Pharmacy**

- We can transfer your prescription to a pharmacy of your choice based on state laws and federal regulations.

## Access medication in case of emergency or natural disaster

- If there is ever a question about your order, or what to do about your care in any situation, please contact the pharmacy at 888.611.2941 and we will assist you. We will work with you and your care team to develop a plan to ensure you have access to your medication.

## Prescription delivery method

- All prescriptions are shipped via FedEx home delivery to the address in your pharmacy profile. If you need to have your prescriptions shipped to an alternate address please contact the pharmacy. We will coordinate all refills to make sure you or your adult caregiver are available to receive your shipment. A signature may be required for some shipments.
- Medication that requires refrigeration will be sent in special packaging along with a Temperature Indicator to ensure the appropriate temperature is maintained throughout the shipping process. (Once you receive your package, take medication out of box and place it in the refrigerator.)
- If package looks damaged or the temp indicator has changed colors, please contact us immediately.
- In the event of an order delay, we will contact you to inform you of the delay and assist you in obtaining the medication elsewhere if necessary.

## Delivery time frame

- Prescriptions will be processed and shipped within 24 hours of receiving your order on week days and the next business day on weekends. However, if item(s) are unavailable or there are other circumstances beyond our control we will contact you with an estimated delivery time.

## Delivery cost

- Standard shipping for your prescriptions is free. Please contact the pharmacy for rates outside of standard shipping.



## **Communicating a suspected medication issue, complaint, error, concern, or compliment requiring resolution/attention**

- Call 888.611.2941 to speak directly with a member of pharmacy staff.
- By visiting the Contact Us page at [www.jandbpharmacy.com](http://www.jandbpharmacy.com), entering your contact information, submitting the details related to your grievance/recommendation in the space provided and send message.
- Or by writing to: J&B Pharmacy Services  
50496 W. Pontiac Trail, Suite 1500  
Wixom, MI 48393

## **Experience side effect(s) or an adverse reaction from medication**

- If a side effect or adverse reaction should occur, contact J&B Pharmacy at 888.611.2941 or your doctor immediately. If you have a life-threatening symptom such as difficulty breathing call 911 immediately.

## **Recalls on medication**

- J&B Pharmacy will make every attempt to contact you in the event of a recall, with further instructions as directed by the FDA or drug manufacturer. Please discontinue medication immediately and call J&B Pharmacy at 888.611.2941 to speak with a pharmacist.

## **Proper disposal of unused medication**

- Visit the website below for take back locations and disposable instructions.
- <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
- <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

## **Translation services**

- Translation services are available to patients, family members, caregivers or representatives with limited English proficiency (LEP) 24 hours a day, 7 days a week. The service offers interpreters trained in medical translation for over 240 languages. Patients would simply need to call the pharmacy at 888.611.2941. They will be routed through the interpretation call center for language identification and support.

# Emergency and Disaster Preparedness Plan



Our primary goal is to continue to service all your prescription needs. J&B Pharmacy has a comprehensive emergency preparedness plan in place in case of a disaster. Disaster can include fire to our facility, evacuations of the community surrounding our facility, or natural disasters such as tornadoes etc.

In the event of a threat of disaster or inclement weather in our local area, our staff will make every effort to contact you prior to any impact the city may encounter. If there is a threat of disaster or inclement weather in an area you reside, which is outside of Michigan, it is your responsibility to contact the pharmacy prior to the occurrence (if possible).

J&B Pharmacy will utilize every resource available to continue to service your needs. Unfortunately, there may be circumstances beyond our control where we cannot meet your needs due to the scope of the disaster. In that event, you must utilize the resources of your local rescue or medical facility.

## Please see guide below to assist you in case of emergency:

1. Our Staff will contact you three to five days before an inclement weather emergency utilizing weather updates as points of reference. **Note: If you are not in the local Michigan area** and you are aware you will be experiencing inclement weather, you are responsible for calling J&B Pharmacy 2-3 days before occurrence.
2. If necessary our staff will send your medication via FedEx next-day delivery during any suspected inclement weather emergencies.
3. In the event we cannot get your medication to you before an inclement weather emergency, our staff will transfer your medication to a pharmacy of your choice who can service your needs. Our goal is to make sure you do not go without medication.
4. If a situation occurs out of our control and our staff cannot reach you or we cannot be reached, please watch or listen to your local news and rescue centers for advice on obtaining medication. If you miss a dose please visit your local hospital immediately.
5. We recommend all patients leave an emergency contact and number on file with the pharmacy.

- Take your medication during your daily routine, like when you brush your teeth or go to bed.
- Ask your pharmacist or doctor to explain why you are taking your medication. Learning and understanding what they are for will help you to follow treatment.
- Use a pill organizer to see your medications and to remind you that you have taken your medication that day.
- Ask your doctor or pharmacist to help make your medication routine simpler. Your doctor may be able to find similar treatments that will reduce the number of daily doses required.
- Make an up to date medication list. Include drug names, strengths, dose and number of remaining refills. Easy access to a list of your medications will assist during an emergency.
- Ask friends and family for help. They can assist with medication reminders or be a positive support during treatment.
- Make a daily checklist of the pills and times you should take them. This may include using a dry-erase board. Mark the board when you take your medication(s) as an easy way to track your dose.
- Keep your medication or a reminder note where you can see it. An easy to spot storage place will prevent the “out of sight, out of mind” approach.
- Use technology - Set an alarm, timer, or email/text through mobile apps to alert you to take your medication. Pill containers with lids that have timers are also available for purchase and beep when it's time to take your medication.
- Use a home nurse service, volunteers or a private hire services that assists patients. The help with everyday tasks such as medication reminders, meals, and errands.
- Before taking a new medication, make sure you know what each medication is for. You should know the name and contact information of the doctor who prescribed it. It's also important to understand how to take a medication. Knowing the time of day, how often, with or without food, and proper storage are important.
- Keep medications safe, secure and out of reach of children and pets.
- Do not skip doses or take half doses to save money.
- Know whether your medication should be taken with or without food.
- Follow your medication instructions. This can play an important role in how well your medication will interact with your body.
- **Medication that should be taken on an empty stomach:** Medications should be taken about an hour before a meal or two (2) hours after a meal.
- **Medication that should be taken with food:** Eat your food before taking your medication. A light snack or meal should be enough to coat your stomach lining. Avoid some foods with certain medications. Grapefruit juice and some other fruit juices can change the way medications work in your body. Talk with your pharmacist and check your medication bottle for instructions.

Patients have legal rights for their protection during their service at J&B Pharmacy Services Inc. These rights will be made available to all pharmacy patients on the J&B Pharmacy Services web page: [www.jandbpharmacy.com](http://www.jandbpharmacy.com). Reasonable accommodations will be made for those with communication impairments and those who speak a language other than English. Explanation of the written statement of rights will be offered to patients, their guardians or their chosen representatives upon reasonable request.

## **Patients have the right to:**

- Be advised on J&B Pharmacy Services Inc. policies and procedures regarding the disclosure of patient's records.
- Confidentiality and privacy of all information in the patient record and protected health information.
- Speak to a health professional.
- Identify the staff member of the program and their job title, and to speak with a supervisor of the staff member, if requested.
- Receive appropriate care without discrimination.
- Have one's property and person treated with respect, consideration, and recognition of patient's dignity and individuality.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/services without restraint, interference, coercion, or reprisal and have the grievances/complaints investigated.
- Be free from (neglect, verbal, mental, sexual, physical abuse) including injuries of unknown source and misappropriation of client/patient property.
- Be informed of any financial benefits when referred to an organization.
- Be informed in advance of care being provided and their financial responsibilities.
- Receive information about the scope of services provided and limitations on these services.
- Refuse care or treatment after the consequences are fully presented.

## **The following are applicable to Specialty patients only, in addition to the above:**

- Receive information about J&B Pharmacy Services and the therapy management program.
- Have personal health information shared with the therapy management program, providers and caregivers only in accordance with state and federal law.
- Know the philosophy and characteristics of the therapy management program.
- Receive administrative information regarding changes in or termination of the therapy management program.
- Decline participation, revoke consent or disenroll at any point in time.
- Be fully informed about care/services to be provided, any modifications to the plan of care, and participate in the development and periodic revision of the plan of care.

# Your Responsibility as a Patient



- Give accurate and complete clinical, health and contact information and notify the J&B Pharmacy Services staff of changes in this information.
- Submit any forms that are necessary to participate in the program, to the extent required by law.
- Notify the treating provider of participation in the services provided by J&B Pharmacy Services.
- Be honest and direct.
- Ask questions about anything you do not understand.
- Follow your treatment plan and accept the consequences if you do not.
- Be considerate of other patients and pharmacy staff.
- Know your health care team.
- Pay promptly for services or supplies delivered.
- Provide all requested insurance and financial information.
- Sign the required consent and release for insurance billing.

## How to File a Concern:

- If you have questions about your rights and responsibilities or need to file a grievance, complaint, error, or compliment, contact:

### **J&B Pharmacy Services**

**Address:** 50496 W. Pontiac Trail, Suite 1500, Wixom, MI 48393

**Phone Number:** 888.611.2941

- If you feel you have not been treated fairly and you are not satisfied with the decision of management, contact:

### **Michigan Board of Pharmacy**

**Address:** P.O. Box 30670, Lansing, MI 48909

**Phone Number:** 517.241.0205

- If you have concerns about your Medicare or Medicaid rights, contact:

### **CMS Regional Office**

**Web Address:** [ROCHIORA@cms.hhs.gov](mailto:ROCHIORA@cms.hhs.gov)

**Phone Number:** 312.886.6432



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