

COMMON QUESTIONS & ANSWERS

WHAT IS ST. MATTHEWS SPECIALTY PHARMACY?

St. Matthews Specialty Pharmacy is an independently operated pharmacy. Our team of highly trained pharmacists are experts in a wide range of in-demand services and are among the most highly qualified in the profession. Our team holds certifications in cancer and blood disorders, specialty medications, geriatrics, pharmacotherapy, addiction and medication therapy management.

The pharmacy was founded on providing direct patient care to customers by highly trained pharmacists in a community pharmacy setting. Our mission is to help prevent and control chronic health conditions and improve community wellness by focusing on the individual needs of those we serve and working together with health care providers to achieve the highest quality of care. Through our use of innovative services and high-touch patient interaction, we work to provide an exceptional pharmacy experience.

WHAT TYPES OF SERVICES DOES ST. MATTHEWS SPECIALTY PHARMACY PROVIDE?

Our pharmacy staff have extensive clinical knowledge and are committed to providing superior care to our patients while offering a wide variety of services. We provide pharmacy services to adult and pediatric patients and providers in Kentucky, Ohio and Indiana. We supply specialty medications needed for people receiving treatment for conditions such as cancer, blood disorders, liver disease, inflammatory bowel disease, multiple sclerosis, osteoporosis, skin disorders, rheumatoid arthritis, addiction, and behavioral health disorders, among others.

WHAT IS A SPECIALTY PATIENT MANAGEMENT PROGRAM?

St. Matthews Specialty Pharmacy provides individualized, high-touch care by enrolling all patients who receive a prescription from our pharmacy in a unique patient management program. You were enrolled in this program because your health condition and/or medication requires special attention and monitoring. Our pharmacy team conducts a thorough review of your new prescription, health conditions, current medications and overall health care needs. Our goal is your goal: To HELP YOU reach your BEST HEALTH. We will work closely with you and your health care provider to observe your response to the prescribed medication to assure you get the best benefit.

HOW DO I GET A NEW PRESCRIPTION FILLED OR ORDER A REFILL OF AN EXISTING PRESCRIPTION?

To fill a new prescription, you or your health care provider can give the prescription directly to the pharmacy. We will contact you to get the information we need to schedule your medication delivery, provide prescription counseling and discuss your health goals.

For refills, our specialty patient care coordinator will call you 4–10 days before it's time to refill your prescription to schedule a good time for your medication delivery and go over your health goals. You may also request a refill by calling the pharmacy 4–10 days before your refill is due. We will need your name, date of birth, prescription refill number and/or the name of the medication.

HOW DO I GET IN TOUCH WITH A PHARMACY STAFF MEMBER OR CHECK THE STATUS OF MY ORDER OR PRESCRIPTION?

You can call or text St. Matthews Specialty Pharmacy at 844-690-4462 and speak with a pharmacist or pharmacy technician directly. You may also email specialtycare@stmatthewsrx.com.

Convenience and getting your medication on time is key. Your medication will be delivered to the address you choose in an unmarked and tamper-resistant package for your privacy and safety. Medications requiring refrigeration will arrive in a cold package and should be removed and stored in the refrigerator upon delivery. We also truly appreciate seeing our patients face-to-face! You are always welcome to pick up your prescription in person at the pharmacy.

WHERE IS THE PHARMACY LOCATED AND WHAT ARE THE HOURS OF OPERATION?

The pharmacy is located at 200 N. Hurstbourne Parkway Ste 176 in Louisville, Kentucky 40222. The pharmacy's normal hours of operation are Monday–Friday from 9:00 a.m. to 5:00 p.m. Eastern Time. Access to pharmacy services is available outside of normal business hours, including holidays and weekend, to patients and providers who have an urgent need or a clinical question.

WHAT IS AN “ADVERSE REACTION”?

An adverse reaction is defined as any unpredictable, unintended, undesirable or unexpected response that a patient may have to medications. Based on published literature, such as “The Physician’s Desk Reference,” St. Matthews Specialty Pharmacy considers the following to be adverse drug reactions:

- Headache, tremors, dizziness, muscle spasms, confusion
- Nausea, vomiting, diarrhea
- Skin rash or flushing
- Low or high blood pressure, arrhythmia (irregular heart beat), rapid or slow heart beat

- Shortness of breath, slow or rapid breathing

WHAT DO I DO IF I EXPERIENCE AN ADVERSE REACTION?

Contact St. Matthews Specialty Pharmacy at 844-690-4462 or your prescribing provider to report the reaction. If reported to St. Matthews Specialty Pharmacy, the pharmacist will immediately contact the patient's physician, report the adverse reaction(s) and obtain instructions from the physician who may involve discontinuing the medication, or modifying the dose.

In the event of a life-threatening emergency, please call 911.

WHAT SHOULD I DO IF I HAVE A CONCERN ABOUT MY MEDICATION?

If you have any issues or concerns about your medication once you receive it, contact St. Matthews Specialty Pharmacy at 844-690-4462 to report the issue and obtain instructions from the pharmacist.

HOW DO I TRANSFER MY OTHER PRESCRIPTIONS TO ST. MATTHEWS SPECIALTY PHARMACY?

We are happy to take care of all your prescription health care needs. Simply call our pharmacy and ask us to transfer your other prescriptions. We will need the name and phone number of the pharmacy that currently fills your prescription, and the name of the medication(s) you would like us to fill. We will complete the transfer process from there. If you are moving and need to transfer your prescription from our pharmacy, your new pharmacy may contact us to transfer the prescription using the same process.

WHAT HAPPENS IF THERE IS A DELAY IN MY PRESCRIPTION ORDER FROM ST. MATTHEWS SPECIALTY PHARMACY?

If your prescription will be delayed from the original delivery or pick-up date, the specialty patient care coordinator will call you. If you do not receive the medication delivery that you were expecting, call the pharmacy right away to report a missing delivery. In either case, we will work to ensure you have a continuous supply of medication(s) and are provided with the medication you need in a timely manner.

ARE THERE ANY ADVOCACY SUPPORT TOOLS AVAILABLE FOR ME?

We know that many specialty medications and unique health conditions can be expensive. We may be able to help find non-profit foundational support or other patient assistance programs (PAPs) that can provide financial help for your medication. Additionally, we may also be able to provide educational information about your health condition and refer you to appropriate advocacy or support groups.

HOW DO I DETERMINE IF THE PHARMACY IS IN- OR OUT-OF-NETWORK WITH MY INSURANCE OR PBM (PHARMACY BENEFITS MANAGER)?

Our pharmacy is contracted with all the main insurers and benefits vary from patient to patient according to their chosen prescription benefit plan. You can call your insurer to verify eligibility or contact our specialty care coordinator at 844-690-4462 to confirm your network status.

HOW DO I FIND OUT HOW MUCH MY PRESCRIPTION WILL COST?

During the patient call, our specialty care coordinator will inform you of the price of the co-pay or co-insurance for your prescription upon prescription insurance approval. The cash price may also be provided upon request. If the prescription is not covered by insurance, the pharmacy staff will provide the cash price.

WILL THE PHARMACY PERFORM ANY SUBSTITUTIONS OF MY PRESCRIPTION MEDICATION?

Drug substitutions will not be performed without your prescriber's authorization.

WHAT IF MY MEDICATION IS NOT AVAILABLE THROUGH ST. MATTHEWS SPECIALTY PHARMACY?

We will help you get access to needed medications whether the prescription can be filled at our pharmacy or if it needs to be filled at a different pharmacy. If your medication is not available at St. Matthews Specialty Pharmacy, or if your insurer requires that your prescription be filled at another pharmacy, we will notify you and your provider. We can help find the pharmacy that can serve you and your provider can send a new prescription to them or we will transfer your prescription.

MAY I CHOOSE TO NOT BE IN THE SPECIALTY PATIENT MANAGEMENT PROGRAM?

Participation is strongly encouraged and designed to help you meet your health goals. The program is limited by the ability for the pharmacy to reach you for counseling, provide refill reminders and if you take your medication on time as directed. Non-participation in the program may limit the ability to obtain your best results. However, individuals wishing to "opt-out" of the program may make a verbal request at any point in time.

CAN I GET VACCINATIONS AT ST. MATTHEWS SPECIALTY PHARMACY?

Yes, anyone 9 years of age and older can get vaccinations (excluding yellow fever) at St. Matthews Specialty Pharmacy. We promote the health and wellness of our patients and encourage you to stay up to date on the vaccination schedule recommended by the Centers for Disease Control and Prevention (CDC).