

## Frequently Asked Questions

---

### / **What is a specialty pharmacy?**

A specialty pharmacy provides personalized medication management for chronic and serious conditions. Lumicera Health Services is dedicated to improve specialty pharmacy care, one patient at a time, through clinical, financial and service excellence to optimize patient well-being. Since we know medications are often expensive and require specialized support and coordinated care, Lumicera provides you with caring and custom care management. We also coordinate with the prescribing physicians and other organizations involved in your care.

### / **Why should I use Lumicera Health Services instead of my regular pharmacy?**

Lumicera's top priority is to ensure you understand how to use your medicine. We also work closely with your prescriber, provide personalized support and refill reminders. These personalized services help monitor your specialty medication needs. The pharmacy delivers your medicine where you need it, and well-trained specialists and pharmacists are also available to answer your questions.

### / **How do I order a new prescription?**

The process is simple. Just call a Patient Care Specialist at 855-847-3553 to get started. Our clinical team will work with you and your prescriber to fill your prescription. The Lumicera team will call and verify your information and review medication details. The team will also confirm the shipping address and delivery date and time.

### / **How long will it take to get my medications?**

Making sure you do not miss any doses is a high priority for us. We use experienced carriers to ensure safe and careful shipping to your home or workplace. We also are able to ship to physician's office or clinical settings, where the medication can be dispensed by a health care professional.

Lumicera's standard processing time is normally less than one business day. This does not include delivery time. If processing time takes longer, we will call and notify you of options so you don't go without medication. A Patient Care Specialist will review your medication and shipping needs. The Specialist will coordinate the delivery date and timeframe that best meets your needs.

Medications are sent using a variety of shipping methods depending on the requirements of the medication you are taking. Overnight priority is available or required for some medications. Lumicera ships prescriptions Monday through Thursday for next day delivery.

/ **Do you offer Saturday delivery?**

Lumicera recommends that prescription delivery occurs during the week to guarantee delivery service. But we can arrange for Saturday delivery when required. A Patient Care Specialist will review your medication and shipping needs. The Specialist will coordinate the delivery date and timeframe that best meets your needs.

/ **How do I refill my prescription?**

Lumicera will contact you when you have 7 days remaining of your medication. If you only have 7 days remaining of your medication and you have not heard from us, you may contact us at 855-847-3553. Please have your prescription number(s) ready to place your order. Please remember to inform the Specialist of any insurance changes, address changes or the need to rush your order.

/ **Can I fill all my prescriptions at your pharmacy?**

Lumicera specializes in providing drug treatment for chronic and serious conditions. For other medications that do not treat a chronic condition, we recommend you use your regular pharmacy. To help ensure successful care though; it is helpful for us to know about all your other medications. We also need to know about any changes to medications that you get at regular pharmacies.

/ **Do I have to be there to sign for the prescription when it is delivered?**

This is not necessary. A Patient Care Specialist will always contact you before shipment of medications to confirm the delivery date and approximate time of shipment. If you cannot accept the medication on the scheduled delivery date and/or time, you can talk to a Patient Care Specialist to confirm a safe place to leave the package. This allows you to easily retrieve the delivery on time. The Patient Care Specialist will give you the option to require a signature for delivery. They will coordinate with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription. If no one is available to accept the medication, it will be returned and re-shipped. We guarantee delivery and receipt by you or your representative. If you decline the signature required option, we cannot guarantee delivery and receipt.

/ **My doctor said that I will need to inject some of the medications myself. Can you provide information that will help me?**

Yes, we are here to help you. Lumicera provides helpful education about how to administering self injections. Patient Care Specialists are available via a dedicated toll-free number to review the injection process. Also, the medication is delivered with helpful information that offers guidance on administration. If you ever have questions about your care and treatment, you can consult with a Patient Care Specialist at 855-847-3553.

/ **How much will my prescription cost?**

Prescription cost depends on your insurance. The cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication your prescriber indicated.

If you have Medicare Part D drug coverage, the cost of your prescription will change as you meet your deductible and initial copay, progress through the “donut hole” and reach total out-of-pocket expense. Lumicera Patient Care Specialists can assist you in determining and understanding your options. Visit our website to learn more about these services.

/ **How do I pay for my specialty medications?**

Lumicera provides several payment options, including Visa, MasterCard, personal check, FSA and debit card.

/ **How do I contact you, and what are your customer service hours?**

Lumicera provides convenient 24/7 access to help manage your care. Just call 855-847-3553 toll free. A Pharmacist-on-Call is available for emergency assistance 24 hours a day/7 days a week at 855-847-3553. Please also feel free to visit us on our website at [www.lumicera.com](http://www.lumicera.com).

/ **When is the Lumicera Pharmacy open?**

Our hours of operation are Monday - Friday 8 a.m. to 6 p.m. CST. We are closed Saturdays, Sundays, and most major holidays. A Pharmacist-on-Call is available for emergency assistance 24 hours a day/7 days a week at 855-847-3553. Please also feel free to visit us on our website at [www.lumicera.com](http://www.lumicera.com).

/ **How do I safely dispose of my medications?**

It is important that you learn the proper method for disposing of your medications. The U.S. Food and Drug Administration (FDA) provides up-to-date information in their online guide Disposal of Unused Medicines: What You Should Know. Please visit the following website to learn more: <http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm>.