



SPECIALTY PHARMACY SERVICES

PATIENT GUIDE

This booklet provides important information for you.
Please keep it in a safe place.

Welcome to University of Utah Health Specialty Pharmacy Services.

We appreciate the opportunity to serve you for all your specialty pharmacy and home infusion needs. Our team works to provide you safe, high-quality health care. This includes access to specialty medications and disease management programs designed to meet your individual needs.

Specialty Pharmacy Services is a division of the University of Utah Health Pharmacy Department. We offer a team approach to care for patients with complex diseases requiring specialty medicines. Our focus is on drug therapy management, care coordination, and helping you understand your insurance benefits and copay responsibilities.

Our team consists of pharmacists, pharmacy technicians, nurses, and other patient care representatives.

We work directly with your medical provider and insurance provider to provide advanced care. You have easy access to your entire patient care team at University of Utah Health.

Our specialty pharmacists provide education on how to safely take your prescribed medicine, monitor for drug interactions, and help you manage your health condition.

We offer free medication delivery. We have pharmacists available 24 hours a day, 7 days a week. They can discuss your therapy and answer any questions about your medications and supplies.

We are excited to work with you. Thank you for choosing us.

PATIENT GUIDE CONTENTS

Pharmacy Contact Information and Hours of Operation2
Mission Statement3
Services Overview3
Getting started with Specialty Pharmacy Services3
Ordering refills.4
Medication delivery5
Medication storage and quality.5
Payment policy6
Prescription costs6
Insurance company prior authorization7
Prescription transfers7
Interpreter services7
Frequently Asked Questions8
What are specialty medicines?8
Why do I need a specialty pharmacy?8
What is the Patient Management Program?8
How does this program benefit me?9
What is my role in this program?9
What is generic and therapeutic medication substitution?	10
How do I get my medicine during a disaster or an emergency?	10
What if there is a drug recall?	10
Where can I find information about consumer advocacy support?	10
What is our disclosure and confidentiality policy?	10
Complaint Procedure.	11
Patient Rights & Responsibilities	12
Patient Safety	16
Adverse drug reactions	16
Dispose of old medicines	16
Dispose of sharps (needles, syringes, lancets)	17
Needle stick safety.	18
Hand washing	18
Emergency preparedness	18
Poisoning.	19
Fall prevention.	19
Medicare Durable Medical Equipment and Supplies (DMEPOS) Supplier Standards For Medicare Patients	19
Notice of Privacy Practices.	23

PHARMACY CONTACT INFORMATION AND HOURS OF OPERATION

University of Utah Health Specialty Pharmacy Services

Phone Toll-free: 844.211.6528 Local: 801.587.2484

A clinical pharmacist is available 24 hours a day, 7 days week, 365 days a year.

Website

<https://healthcare.utah.edu/pharmacy/specialty-pharmacy/>

Hours

Monday to Friday: 8:00 am to 4:30 pm MST

Closed on University Holidays

University of Utah Huntsman Outpatient Pharmacy

Phone Toll-free: 844.211.6528 Local: 801.587.2484

A clinical pharmacist is available 24 hours a day, 7 days week, 365 days a year.

Website

<https://healthcare.utah.edu/pharmacy/specialty-pharmacy/>

Hours

Monday to Friday: 8:00 am to 4:30 pm MST

Closed on University Holidays

University of Utah Health Home Infusion Services

Phone Toll-free: 877.518.0411 Local: 801.587.8600

A clinical pharmacist is available 24 hours a day, 7 days week, 365 days a year.

Website

<https://healthcare.utah.edu/infusion-services/infusion-pharmacy/>

Hours

Monday to Friday: 8:30 am to 6:00 pm MST

Saturday/Sunday: 10:00 am to 4:00 pm MST

Closed on University Holidays

This guide is also available online at

<https://healthcare.utah.edu/pharmacy/specialty-pharmacy>

We are committed to providing the highest quality services and maintain accreditations from the URAC and Accreditation Commission for Health Care (ACHC).

MISSION STATEMENT

University of Utah Health Specialty Pharmacy Services is an integrated specialty pharmacy committed to providing our patients with exceptional pharmaceutical care through safe and effective use of medications. We train excellent pharmacy practitioners and conduct projects to improve patient medication outcomes.

SERVICES OVERVIEW

Getting started with Specialty Pharmacy Services

Getting started is easy.

1. Call us between the hours of 8:00 am to 4:30 pm, Monday through Friday. We will work with your provider to issue a prescription and start the process. We will contact you to arrange the method and place of delivery that is timely and convenient for you.
2. Ask your Specialty team member (pharmacist, nurse, or medical provider) to call or send the prescription directly to us. We will contact you to arrange the method and place of delivery that is timely and most convenient for you.
3. We will perform an insurance benefits evaluation and determine if a prior authorization is necessary. We will notify you if you are able to fill with our pharmacy (in-network) or if your insurance company requires you fill at a specific pharmacy (out of network).
4. We will provide you the copay amount you will owe, prior to filling the medicine. We will also provide the cash price of medicine upon request.
5. Our staff can help determine if you are eligible for copay assistance.
6. We will contact you to arrange the method and place of delivery that is timely and most convenient for you. We provide services for patients in the Mountain West area. We can ship most medicines to Utah, Idaho, Wyoming, and Nevada. For patients filling at Huntsman Outpatient pharmacy, we can also ship to Montana and Colorado.

7. Before your first delivery of medication, our pharmacist will talk with you and provide medication education.
8. If you have any other questions or are concerned about a medication issue such as medication tampering, the medication sent is incorrect, or you are experiencing side effects, please call to speak with a pharmacist (see phone numbers on page 2).

Ordering refills

- At your request, we will contact you as a reminder and arrange for delivery or mail out of your medicines.
- You can choose to pick up your medicine at the pharmacy if that is more convenient.
- For refills:
 - Call toll free:
 - Specialty pharmacy1.844.211.6528
 - Huntsman Outpatient pharmacy . . .1.844.211.6528
 - Home Infusion pharmacy1.877.518.0411
 - Call the dispensing pharmacy using the number printed on your prescription label
 - Have your provider contact us
- During regular business hours, please contact us with questions and concerns. We can help with order status, copay amounts, claims submissions and benefit coverage. You can also check on expected shipping date or report a delivery error or delay.

Medication delivery

We offer overnight shipping and courier delivery at no additional cost to you. You may also choose to pick up your medication at our pharmacy.

- Monday – Friday:
 - Orders take 24 hours to process
 - Prescriptions ship and arrive within two business days
 - Next day delivery is available for urgent needs
- We will notify you of any delays in processing time and work with you to resolve the issue. Working with your provider, we will help you find the best way to obtain your medicines.
- Some medicines need a signature for delivery. We will identify a delivery time that works in your schedule to sign for your medicine.

Pharmacy staff pack your medicine to protect it from damage and ensure it remains at ideal temperature. Your medicine should always arrive sealed. When you receive your delivery, please make sure the receipt matches what is in the box, the supplies are in good condition, and all medications have a prescription label with your name and instructions for use. If you suspect tampering or damage to your package, call us immediately.

Medication storage and quality

- Most injectable and infusion medications need refrigeration. Make sure to open your package as soon as you get it and store the medication properly until you are ready to use it.
- All medicines supplied by our pharmacies come from a recognized pharmacy wholesaler or directly from the manufacturer. We maintain the highest standards of quality and patient safety.
- Pharmacists check all prescription orders. They check for interactions and allergies from the documented medicines you are taking.

Payment policy

- You can pay at the dispensing pharmacy with a debit or credit card, cash, or money order.
 - Midvalley Pharmacy only accepts debit or credit cards
- If you use another method for delivery, such as mail order, you can also use a debit or credit card. Our pharmacy has credit card security in place to assure your information remains secure.

Prescription costs

- Your insurance company decides the copay amount. We will provide an estimate of your part of the cost based on your insurance or medical benefits.
- If you are unable to afford your medicine, staff may be able to find copay and patient assistance to reduce your out-of-pocket costs. To learn more about financial assistance, visit <http://healthcare.utah.edu/pharmacy>.
- Cost varies depending on the quantity of medicine dispensed. Ask your provider to prescribe the largest supply that is appropriate and covered by insurance.
- Most Medicare Part D prescription plans have a coverage gap (also called the “donut hole”). This means once you reach the coverage gap, you will pay an increased cost.
- Some insurance plans may require you to fill your medicine at a different pharmacy. We will identify these cases as soon as we receive the prescription. If your insurance requires this, we will let you know and work with your prescriber to send a prescription to the new pharmacy.
- Some medications can only be dispensed by certain pharmacies. If we are unable to fill your medicine, we will notify you and work with you to find a pharmacy that can fill your medicine.

Insurance company prior authorization

Many specialty drugs need prior authorization before your insurance will pay for the medicine. Our staff will coordinate the prior authorization paperwork. We will notify you when we have approval or if we need further action. If we are unable to obtain a prior authorization from your insurance, we will notify you and provide information on other options.

Prescription transfers

If you are currently filling your specialty medicine at another pharmacy and you would like to fill your medicine at our pharmacy, call us to transfer your prescription. We will ask you for the information we need to transfer the prescription. If we are unable to transfer the existing prescription, we will contact your provider to obtain a new prescription.

At your request, we can transfer your prescription to an outside pharmacy. Please call us and we will help with the transfer.

Interpreter services

You may ask for an interpreter if English is not your primary language or if you are deaf or hearing-impaired. Our organization uses relay services for external telephone communication with TTY (TeleTYpe) users. We accept and make calls through a relay service, Relay Utah. The state relay service number is 711. For Spanish Relay Utah, call 888.346.3162.

FREQUENTLY ASKED QUESTIONS

What are specialty medicines?

Specialty medicines treat complex medical conditions. They are administered by mouth, injection, inhalation, or infusion. They can be self-administered or given by a health care professional. Many specialty medicines need clinical monitoring. We recommend you take and administer your medicine as ordered by your physician.

Why do I need a specialty pharmacy?

Specialty medicines are generally high-cost and not available at retail pharmacies. They often need special handling with specific delivery and storage requirements. We will develop a personalized care plan with you to manage and avoid side effects. This care plan will support the care plan that you receive from your provider.

What is the Patient Management Program?

- The Patient Management Program (PMP) is available to you at no cost, and we complete the enrollment for you. At any time, you can choose to opt out of this program by calling the phone number listed on page 2.
- Enrollment in the program ensures the best outcomes from the use of your medicines.
- We provide personalized care to address your treatment plan and any problems or concerns you may have. We can also answer questions such as:
 - How drugs are used to treat your condition
 - How your medicine works and how to take it
 - Possible drug interactions and how to manage side effects
 - When to contact your provider or care management team
 - Where you can reach community advocacy support groups
- Our goal is to help you improve your overall health and get the best possible outcomes. Please call us to learn more about the PMP.

How does this program benefit me?

- Direct contact with an experienced team that will determine your insurance coverage and benefits for specialty medicines.
- Refill reminders to ensure timely delivery.
- Free courier or mail order delivery of your medicine to a location and time set up by you.
- Ease of access to your specialty medicines.
- Education and counseling for you and/or your caregiver.
 - How to use and how to administer your medicine
 - Proper storage requirements
 - Managing or avoiding potential side effects
- Monitoring for drug interactions.
- Monthly medication check-ups.
- Communication with you and your medical provider about the care plan to ensure common goals.
- Arranging for nursing services if the medicine requires nurse administration.

What is my role in this program?

- Success of your treatment depends on your active participation in our program.
- You must be willing to follow the directions of your provider or pharmacist, take medicine as instructed, and discuss your health conditions related to treatment.
- Let your provider know that you enrolled in our program. We will work together to ensure the most benefit for you.
- Provide updates on your health status.
- If your contact information or insurance changes, contact us.

What is generic and therapeutic medication substitution?

Generic medication substitution is when your provider prescribes a brand medicine, but the pharmacist substitutes it with a generic version. Therapeutic substitution is when your provider prescribes a drug (brand or generic), but your insurance will cover a different drug in the same class. Therapeutic substitutions require your provider's approval. We will notify you if your insurance requires any substitution. If you do not want the substitution, your insurance may require a prior authorization.

How do I get my medicine during a disaster or an emergency?

If a disaster, such as a major earthquake, interrupts your delivery, call us. A staff member will coordinate your medicine delivery. If we are unable to provide services due to a natural disaster, we will help you locate an alternate option.

What if there is a drug recall?

Our pharmacy has a process to respond when the FDA or drug manufacturer recalls a medication. We will contact you and your prescriber in the event you are affected by a drug recall and give instructions on what to do.

Where can I find information about consumer advocacy support?

To learn more about consumer protection and advocacy services, please visit the National Association of Consumer Advocates at www.consumeradvocates.org or the Utah Division of Consumer Protection at <https://consumerprotection.utah.gov/>.

What is our disclosure and confidentiality policy?

Our top priority is protecting the confidentiality of information shared by you, your health plan, and / or your health care provider. Carefully read the Notice of Privacy Practices on pages 23–31 of this booklet.

COMPLAINT PROCEDURE

If you have a complaint or concern, please provide us with the following information: name, date of birth, contact phone number and mailing address, dispensing pharmacy, and nature of complaint. Your feedback helps us improve.

Call/Email/Write

- Call:
 - University of Utah Health Specialty Pharmacy or Huntsman Outpatient Pharmacy
Local: 801.587.2484
Toll-free: 1.844.211.6528
 - University of Utah Health Infusion Pharmacy
Toll-free: 877.518.0411
Local: 801.587.8600
- Email:
 - Pharmacycompliance@utah.edu
- Write to:
 - University of Utah Health Specialty Pharmacy
6056 Fashion Square Dr, Suite 2200
Murray, UT 84107

Resolution response

- If staff cannot promptly resolve your complaint, your concern will be referred to the department supervisor and/or manager.
- Response will be made within 5 business days of receiving your complaint.
- We will notify you with the results of our investigation through telephone, email, fax, or letter.
- If your concern is not handled to your satisfaction, you can call our Customer Service Department at 801.581.2668.
- Another option is to call one of our Accreditation organizations:
 - **URAC**
Phone: 202.216.9010
Website: <https://www.urac.org/contact/file-a-grievance/>
 - **ACHC**
Phone: 855.937.2242
Website: <https://www.achc.org/contacts>
 - **BOC (Board of Certification/Accreditation)**
Phone: 877.776.2200
Website: <https://www.bocusa.org/contact/>

PATIENT RIGHTS & RESPONSIBILITIES

At University of Utah Health, our goal is to provide excellent health care to every patient. Our patients have the following rights and responsibilities regardless of race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and/or veteran status.

It is your responsibility to:

- Give correct and complete information about your health status and health history.
- Ask questions if you do not understand information or instructions.
- Inform your caregivers if you do not intend to or cannot follow the treatment plan.
- Accept health consequences that may occur if you decide to refuse treatment or instructions.
- Cooperate with and be respectful of your caregivers, including refraining from using any discriminatory remarks or behaviors with your caregivers and all hospital staff.
- Respect the privacy of patients and U of U Health workforce by obtaining consent to take photographs or audio/video recording.
- Respect the rights and property of other patients.
- Tell your caregivers of any medications you brought from home.
- Report any changes in your health to your caregivers.
- Submit information and forms necessary to participate in the Patient Management Program, to the extent required by law.
- Give accurate clinical and contact information and notify Specialty Pharmacy Services of any changes.
- Notify your medical provider of your participation in the Patient Management Program.
- Notify Specialty Pharmacy Services of any concerns about the care or services provided to you.

You have the right to:

Respect and privacy

- Respect in a caring and safe environment.
- Personal privacy and confidentiality of your health information.

Quality care

- Proper evaluation and treatment.
- Proper pain assessment and pain management.
- Be free from restraints, except when needed to protect you or others from harm.
- Be free from abuse and harassment.
- Have access to protective services.
- Spiritual services upon request.
- Have your concerns heard and resolved when possible. If you have concerns about your care, contact your caregivers or a supervisor.
- If you are not happy with how your concern is resolved, contact Customer Service at 801.581.2668. You may also file a complaint with the Utah Department of Health by calling 800.999.7339, or by calling DNV Healthcare at 866.523.6842, or write to Utah Bureau of Health Facility Licensing, Certification, and Resident Assessment, PO Box 144103, Salt Lake City, UT 84114.

Information & communication

- Know the names and roles of those caring for you. Be able to speak with a staff member's supervisor if requested.
- Communicate with your caregivers in a language or method you can understand.
- Have your personal physician and a person of your choice notified when you are admitted to the hospital.
- Communicate with people outside the hospital by way of visitors, phone, and mail, except when doing so would interfere with your care. Any restrictions will be explained to you.
- Be informed about your health status, recommended treatments, options, risks and benefits.
- Receive information about the costs of your care and payment methods.
- Review and receive a copy of your medical record, subject to state law and hospital policy.

Make decisions

- Be involved with your care through discussions with your caregivers.
- Be informed of benefits and risks of your treatment options and agree or disagree to a course of action.
- Designate support person(s) of your choosing to be involved in your care when appropriate. You may restrict access of your support person or visitors at any time. University of Utah Health will not restrict your support person(s) or visitor based upon their race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and/or veteran status.
- Direct your care through an Advance Directives, which are legal forms that state your choices about the care you want to receive in serious health situations. Advance Directives are also used to name someone to make decisions for you if you cannot speak for yourself. At your request, we will help you create an Advance Directive.
- Request a discharge plan evaluation. Designated support person(s) acting on your behalf can also request a discharge plan evaluation.
- Choose whether or not to take part in research studies and to have studies explained to you before you decide. Other care will continue regardless of your decision to take part in research studies.
- Seek an alternate doctor or ask for a second opinion.

Patient Management Program

- Decline participation, revoke consent, or disenroll at any point in time.
- Know the philosophy and characteristics of the Patient Management Program.
- Have personal health information shared with the Patient Management Program only in accordance with state and federal law.
- Speak to a health professional.
- Receive information about the Patient Management Program.
- Receive administrative information regarding changes in, or termination of, the Patient Management Program.

- Receive a referral or transfer assistance to a Specialty Pharmacy Service provider of your choice.
- Request evidence-based information for clinical decisions (package insert, practice guidelines, peer reviewed journals, etc.) including the level of evidence describing the process for interventions when there is little or no evidence available.

PATIENT SAFETY

Adverse drug reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider, local emergency room or call 911.

Dispose of old medicines

Getting rid of old, unused or expired medicine the right way helps protect you, those around you and the environment.

- It helps ensure you do not take the wrong medicine.
- If you are not using them, someone else might. This is dangerous.
- Children and pets may mistake medications for food or treats.
- Medicines can be bad for our environment. Getting rid of medicines the right way helps keep everyone safe.

Go to a drop-off disposal bin

- Bins are all over Utah, including 10 of the University of Utah Health pharmacies.
- Using a disposal bin is easy. Simply bring in your medications, open the drawer, and drop them in.
- To find a drop box close to you, visit <http://useonlyasdirected.org>.

Use the trash

If you cannot use a drop-off disposal bin, throw away unused medications by following these easy steps:

1. Remove medications from their containers.
2. Crush any tablets or capsules.
3. Mix with something like coffee grounds, kitty litter, or dirt.
4. Place the mixture into a sealed container, like a used milk carton.
5. Throw the container away on trash day.
6. Throw away or recycle the original medication container after removing any personal information from the label.

Flush or pour, only if safe

- Flushing or pouring medications down the drain can contaminate our water supply.
- Do not flush or pour old medicines down the drain unless you know it is safe.
- See list of flushable medications at <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know#recommend>.

Dispose of sharps (needles, syringes, lancets)

It is important to properly dispose of items used to inject medication or draw blood. Dispose of needles and used pens in an FDA-cleared sharps disposal container. A household container made of heavy-duty plastic with a tight-fitting, puncture-resistant lid may be used. Never place loose needles or other sharps in the household or public trashcans and never flush them down the toilet. Dispose of used sharps disposal containers according to your community guidelines.

For more information, visit <http://www.fda.gov/safesharpsdisposal>.

Needle stick safety

- Never put the cap back on a used needle.
- Throw away used needles right after use into a sharps container.
- Before using the needle, have a plan for handling and disposing of it.
- If someone accidentally sticks themselves with a used needle, tell your doctor right away.

Hand washing

You can help prevent the spread of germs by washing your hands often.

If your hands look dirty, wash them with soap and warm water. Rub your hands for at least a minute. Clean between your fingers, under your fingernails, and the backs of your hands. Rinse your hands with warm water. Dry your hands off with paper towel or clean cloth towel.

If your hands do not look dirty, you can wash them or use hand sanitizer.

Always wash your hands before and after you prepare any medication to administer to yourself or someone else.

When coughing or sneezing, use a tissue. If you do not have a tissue, cough or sneeze into the bend of your elbow. Clean your hands after coughing or sneezing.

If you are sick, avoid contact with other people, or stay home. Some infections spread through contact.

Emergency preparedness

It is important to be prepared in case of a natural disaster (eg, earthquake, tornado, flood). For information on making a family emergency plan, building a disaster kit, and learning how to better prepare for different disasters, visit <http://www.bereadyutah.gov>.

Poisoning

Keep all medications, hazardous materials, and liquids out of the reach of children and pets. The Poison Control Center number is 800-222-1222.

Fall prevention

Falls are a common way people are injured in their homes. Falls can be prevented. Ask your doctor to evaluate your risk for falling and talk with them about making your home safer. Some suggestions include:

- Keep objects off floor and stairs.
- Get rid of items you could trip over (eg, cords, throw rugs, clutter).
- Put handrails on all stairs.
- Keep your home well-lit and use night lights.
- Use a non-slip rubber mat in tub or shower.
- Put grab bars inside and next to tub, and next to toilet.

MEDICARE DURABLE MEDICAL EQUIPMENT AND SUPPLIES (DMEPOS) SUPPLIER STANDARDS FOR MEDICARE PATIENTS

Below is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain billing privileges. These standards, in their entirety, are listed in 424 CFR Section 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.

2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site. This standard requires that the location is accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS, or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier

manufactures its own items, this insurance must also cover product liability and completed operations.

11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from contacting a Medicare beneficiary based on a physician's oral order unless an exception applies.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number (i.e., the supplier may not sell or allow another entity to use its Medicare billing number).
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.

22. A supplier must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must be accredited by a CMS-approved accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f).
29. DMEPOS suppliers are prohibited from sharing a practice location with certain other Medicare providers and suppliers.
30. DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week with certain exceptions.

For dispensing issues or complaints, please contact your local University of Utah Health Pharmacy. For billing issues, please contact Pharmacy Services at 801-587-6322.

Every product sold or rented by the University of Utah Health Pharmacies carries a manufacturer's warranty. Medicare beneficiaries will be notified of the warranty coverage, and we also repair or replace, free of charge, Medicare covered equipment that is under warranty. In addition, an owner's manual with warranty information will be provided to beneficiaries for all durable medical equipment, where this manual is available and applicable.

NOTICE OF PRIVACY PRACTICES

University of Utah Health Information Privacy Office

515 East 100 South, Ste. 650 | Salt Lake City, UT 84102

801.587.9241 | privacy@utah.edu | www.privacy.utah.edu

You have the right to:

- Get a copy of your paper or electronic medical record.
- Correct your paper or electronic medical record.
- Request confidential communication.
- Ask us to limit the information we share.
- Request an accounting of disclosures, as described on page 25.
- Get a copy of this privacy notice.
- Choose someone to act for you.
- File a complaint if you believe your privacy rights have been violated.

See page 24 for more information on these rights and how to exercise them.

You have choices in the way that we use and share information as we:

- Tell family and friends about your condition.
- Provide disaster relief.
- Include you in a hospital directory.
- Provide mental health care.
- Market our services and sell your information.
- Raise funds.

See page 27 for more information on these choices and how to exercise them.

We may use and share your information as we:

- Treat you.
- Run our organization.
- Bill for your services.
- Help with public health and safety issues.
- Conduct research.
- Comply with the law.
- Respond to organ and tissue donation requests.
- Work with a medical examiner or funeral director.
- Address workers' compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

See page 27 for more information on these choices and how to exercise them.

It's your health information, you have rights.

Some requests are required to be made in writing. In these circumstances you may access the applicable form at uofuhealth.utah.edu/privacy-office.

Get an electronic or paper copy of your medical record

- You may submit a form requesting to view or receive a copy of your medical record and/or other health information we have about you. This information is also available through the MyChart application.
 - Under limited circumstances, we may deny access to a portion of your health information and you may request a review of the denial.
 - We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
-

Ask us to correct your medical record

- You may submit a form requesting to correct health information about you that you think is incorrect or incomplete.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You may submit a form to request that we contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You may submit a form to request that we not use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket and in full, you may ask us not to share information with your health insurer for the purpose of payment or operations. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You may submit a form to request an accounting of disclosures. This is a list of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- This list will not include disclosures made for the purposes of treatment, payment, and health care operations, or certain other disclosures (such as any you asked us to make).

Get a copy of this privacy notice

- You may ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
-

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action. Documentation may be required.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 23 of this notice.
 - You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, 509F HHH Building, S.W., Washington, D.C. 20201, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
 - We will not retaliate against you for filing a complaint.
-

Your choices

For certain health information, you can tell us your choices about what we share. If you have a preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us your preferences regarding how we:

- Share information with your family, close friends, or others involved in your care.
 - Share information in a disaster relief situation.
 - Share your information in the hospital directory. By default, your information is included in our hospital directory. Please notify the admitting clerk if you do not wish to participate in the directory or have clergy visit you. If you opt out of the directory, we will be unable to provide information to your family, friends, or others who ask for you by name. NOTE: Information about patients receiving psychiatry or substance abuse treatment will not be included in the directory.
 - If you are not able to tell us your preference, for example if you are unconscious, we may share your information if we believe it is in your best interest.
 - We may also share your information when needed to lessen a serious and imminent threat to health or safety.
-

In these cases we never share your information unless you have given us written permission:

- Marketing purposes
 - Sale of your information
 - Most sharing of psychotherapy notes
-

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.
-

How do we typically use or share your health information?

We use or share your health information in the following ways.

Treat you	We can use your health information and share it with other professionals who are treating you.	Example: Share health information with your primary care team, a referring provider, or with a Health Information Exchange.
Run our organization	We can use and share your health information to run our practice, improve your care, and contact you when necessary.	Example: Share with a third party who assists us with treatment, payment, operations and administrative functions such as by providing computer services. These business associates are required to protect your information, too.
Bill for your services	We can use and share your health information to determine eligibility, or to bill and receive payment.	Example: We may share your information to Utah state databases to determine whether you are eligible for Utah Medicaid or Children’s Health Insurance Program.

Your choices

How else can we use or share your health information? We are allowed or required to share your information in other ways—usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Participate in Health Information Exchanges (HIE)

An HIE provides a way for authorized healthcare professionals to securely access and share patient medical information. Only authorized healthcare professionals who have a relationship with you are permitted access to your medical information available in a shared electronic medical record or health information exchange.

Conduct research

We can use or share your information for health research. Our research projects must meet high standards for quality and follow strict privacy and data management requirements.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual passes away.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

EU General Data Protection Regulation

Please be aware of the University's GDPR Privacy Notice that supplements this Privacy Statement. The GDPR Privacy Notice applies generally to the provision of personal information by individuals in the European Economic Area. The GDPR Privacy Notice explains how we meet our obligations under the European Union General Data Protection Regulation with respect to such information. The GDPR Privacy Notice can be found at www.privacy.utah.edu.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We will notify you in writing if possible and provide detailed information and instructions.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, at our facilities, and on our web site. You may also request a copy of the notice from Customer Service or at registration.

This Notice of Privacy Practices applies to the following organizations

This Notice describes the privacy practices of University of Utah Health (U of U Health) which includes University Hospital, University Neuropsychiatric Institute (UNI), University Orthopaedic Hospital, Huntsman Cancer Hospital (HCH), Moran Eye Center, community clinics, doctor's offices, and other health care facilities owned by the University of Utah, as well as the providers, employees, students, trainees, and volunteers at those facilities.

Organized Health Care Arrangement (OHCA)

U of U Health currently participates in an organized health care arrangement ("OHCA") with other health care providers in the community. A list of participants in the OHCA can be found at www.privacy.utah.edu. We do this to support the provision of health care services to underserved patient populations. These OHCA participants share access to the University's electronic medical record system and may, under certain circumstances, access your medical and billing information for treatment or health care operations purposes to improve, manage, and coordinate your care without seeking your advance authorization, but only to the extent permitted by law.

U of U Health also participates in a separate OHCA (with respect to certain pediatric specialty services) that includes University of Utah Health Plans; IHC Health Services, Inc.; Intermountain Life and Health Benefit Plan; and SelectHealth, Inc. We do this to engage in joint activities that support the delivery and management of high quality, innovative, and cost effective care.

For more information about this notice or HIPAA regulations, please visit contact us using the information provided on page 23 of this notice OR visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticapp.html.

This page was left intentionally blank.



ACCREDITED
Specialty Pharmacy
Expires 04/01/2024





University of Utah Health
Pharmacy Services
02/2022