

## Welcome to Walmart Specialty Pharmacy

We provide a flexible, in-person or on-line patient focused experience. This gives us a positive clinical experience and saving of money. Our patient approach is personal and caring. It is designed to inspire patients to choose healthy behaviors and live better.

Thank you for choosing Walmart for your specialty pharmacy needs.

### How to contact us:

Walmart specialty pharmacy's hours of operation are:

Monday-Friday 9:00 AM – 9:00 PM, Saturday 9:00 AM – 3:00 PM EST

Closed on Sundays and major holidays. Clinical staff is available 24 hours, 7 days a week.

You may contact the pharmacy by phone at 1.877.453.4566 (option 1), in person at 2354 Commerce Park Drive, Suite 100 Orlando, FL 32819 during business hours, or by email at [specialty@walmart.com](mailto:specialty@walmart.com).

You may reach a pharmacy technician and/or a pharmacist by calling, emailing, or coming into the pharmacy.

### Contacting the pharmacy

You may contact the pharmacy via phone number, email, or in person:

- To request to fill a prescription, including new or refilled prescriptions
- To ask about your order status or order delays
- To ask the pharmacy to transfer your prescription
- To ask about your medicine costs including deductibles, co-pays, co-insurance, or the cash price of the medicine
- To ask if the pharmacy is in network for your insurance
- To ask how to safely dispose of your old medicines
- To tell us about a possible medicine issue such as an error, counterfeit medicine, or side effect
- To submit a complaint
- To ask about prescriptions substitutions
- To ask how to obtain medications not available at our pharmacy
- To ask how to handle medication recalls
- To ask about how to handle a missed treatment or delivery

This information as well as additional Walmart specialty pharmacy program details can be found on our website at <http://www.walmart.com/specialtypharmacy>.

# Welcome to Walmart Specialty Pharmacy!

## We do so much more than just fill your prescription.



### Fast & convenient delivery

Get specialty medications delivered to the location of your choice.



### Educational & support programs

Remote specialty nurses are available to help you. They can also educate you on your condition and treatment needs.



### Insurance & financial assistance

Specialty medications can be expensive. Our team works with you to help manage your prescription costs. They look for opportunities to help you save money.



### Therapy-related medical supplies

Many ancillary medical supplies are available at no extra cost.



### Patient Management Program

We give you individual care and support throughout your treatment. Our clinicians help with medication counseling. They also help with refills, treatment plans and more.



### Working with your prescriber and insurance provider

Our professionals work with your physician and insurance company. This will help you stay on track with your treatment plan.









## Therapy Management

We help you manage a variety of specialty medication therapies, including but not limited to:

- Anemia
- Cancer
- Crohn's Disease
- Cystic Fibrosis
- Growth Hormones
- Hemophilia
- Hepatitis
- HIV/AIDS
- Infertility
- IVIG
- Multiple Sclerosis
- Osteoporosis
- Psoriasis
- Pulmonary Arterial Hypertension
- Rheumatoid Arthritis
- Transplant

## Why Walmart

 <p>Affordability: every day low price on select \$4/\$10 generics</p>		 <p>Other Walmart offers: Flu shots and immunizations, vision centers, local pharmacies, nutrition and supplements are available.</p>
	 <p>One-stop shop for your health and wellness needs</p>	

### Contact Us

For more information about Walmart Specialty Pharmacy services, please contact us 24/7/365.

**Call** 1.877.453.4566 **Fax** 1.866.537.0877

**Email** [specialty@walmart.com](mailto:specialty@walmart.com)

Or visit [www.walmart.com/specialtypharmacy](http://www.walmart.com/specialtypharmacy)

Walmart meets the highest quality standards in the industry with URAC & ACHC Accreditation



## Participating Patient Rights and Responsibilities relating to the Patient Management Program

- A.** The right to know about philosophy and characteristics of the patient management program.
- B.** The right to have personal health information shared only with the patient management program. This should happen as required by state and federal law.
- C.** The right to identify the program's staff members, job title, and to speak with a staff member's supervisor if requested.
- D.** The right to speak to a health professional.
- E.** The right to receive information about the program.
- F.** The right to know the possible health benefits of the program. The right to know the limitations of the patient management program.
- G.** The right to decline being a part of, or revoke the consent, or disenroll from the program at any time.
- H.** The responsibility to submit any forms that are necessary to take part in the program, to the extent required by law.
- I.** The responsibility to maintain any equipment provided.
- J.** The responsibility to tell the organization of any issues with services provided.
- K.** The responsibility to give the correct clinical and contact information. Also, you must notify the patient management program of changes in this information.
- L.** The responsibility to tell your provider about the patient management program participation.
- M.** If you have a complaint or concern with your care, you may contact a manager or supervisor. Contact information is phone number (877) 453-4566 or e-mail [specialty@walmart.com](mailto:specialty@walmart.com). The Accreditation Commission for Health Care (ACHC) can also be called with feedback. The ACHC phone number is (855) 937-2242.

# Proper disposal of needles, syringes and sharps

If you are one of many patients who use syringes or sharps to manage your health care at home, here is what you need to know about the safe use and disposal of needles, syringes, auto injections and lancets (sharps).

- 1. Be smart - use a sharps container:** A sharps container is a single-use container that is filled with used medical devices and then disposed of safely. These will be provided by us as long as you are receiving your medications from our pharmacy, or they can be purchased at medical supply stores, or ordered through the mail.
- 2. Be careful:** Protect yourself, your community, your environment, your family, and your friends. The proper disposal of needles and syringes is important.
- 3. Be aware:** Needles, syringes, and sharps containers should not be thrown in household trash or recycling bins. These items should be disposed of at a drop off site or through a medical mail back service.
- 4. Be safe:** Reduce your risk of blood-borne diseases like hepatitis and HIV/AIDS.

## Do:

- Check out these sharps mail back services:
  - **Medasend:** 1.800.200.3581
  - **Sharps Compliance:** 1.800.772.5657
  - **Stericycle:** 1.800.355.8773
  - Call your local Waste Management Agency.
- Put used syringes in a sharps container immediately.
- Keep needles away from children and pets.
- Bring a sharps container when traveling.
- Use a new needle every time you inject.
- Clean the injection site with soapy water, alcohol swabs, or rubbing alcohol.

## Do not:

- Put sharps containers in the garbage or with recyclables.
- Throw used syringes in the garbage.
- Flush used syringes down the toilet or drop in storm drains.
- Clip, bend, or recap needles.
- Throw used sharps in the recycle bin.
- Inject in the same spot over and over again.
- Share needles, syringes, lancets, or cotton swabs.

# Emergency preparedness information

We are committed to providing you with your medications on time, under any circumstances. Contact us in the event there is a disaster in your area, to provide an alternative delivery location.

**Below are a few things to keep in mind when preparing for a disaster:**

- Keep a cooler of ice on hand. If the power is out and the inside of your refrigerator becomes warm, medication should be stored in the cooler.
- Be sure to stock up on canned goods and non-perishable foods and water.
- Know where the water and gas shut-off valves for your home are located.
- Know if you are in a flood zone or an area likely to flood with excessive rain. Know where your home insurance papers are located and how to contact them if needed.
- Know where your local emergency shelter is located and if they have available electricity and water.

Thank you for taking the time to review this important information and please do not hesitate to call us at 1.877.453.4566 if you have any questions.

## Patient complaint process

If at any time we do not meet your expectations, please contact us at 1.877.453.4566 to give us the opportunity to improve your experience with Walmart Specialty Pharmacy.

## Disposing of Unused Medications

Have medications that are discontinued, outdated or not being used any longer?  
Dispose of them properly to protect people, pets and our planet using these guidelines:

1. Follow the disposal instructions found on the drug label or patient information sheet.
2. Do not flush prescription drugs down the toilet unless specifically instructed to do so.
3. Take advantage of local community-sponsored drug take-back programs.
4. Before throwing out any medicine container, remove all identifying information.
5. Do not give medications to friends or family.
6. When in doubt about proper disposal, talk to your pharmacist.

## Unbeatable services

- Fast prescription processing and filling
- Insurance claim filing and reimbursement assistance, including Medicare Part B & D
- Free shipping on all orders
- Clinical support available 24/7/365
- Multilingual support for patients
- Customized patient education programs
- Personalized medication therapy management
- Our patients have recommended us over 96% of the time to other patients



**For residents located in California**

The patient has a right to request consultation. A pharmacist is available to provide consultation on your prescription(s). To speak to a pharmacist, please call (877) 453-4566 during the hours below.  
Monday-Friday 9 AM - 9 PM EST, Saturday 9 AM - 3 PM EST, Sunday Closed.

**For residents located in Georgia**

Complaints may be filed with the Georgia State Board of Pharmacy at (404) 651-8000.

**For residents located in Maine**

Complaints against the pharmacy may be filed with: Complaint Coordinator, Office of Licensing and Registration  
35 State House Station Augusta, ME 04333

**Phone:** (207) 624-8660 **Website:** [www.maineprofessionalreg.org](http://www.maineprofessionalreg.org)

**For residents located in Maine and New York**

Disposal of household medicine

1. Use as directed.
2. Store securely.
3. Dispose safely.

Mail-Back Services are available in your area. To order a FREE Mail-Back package visit: [medtakeback.org/walmar specialty](http://medtakeback.org/walmar specialty) or call (833) 599-6337 / TTY (711)



**For residents located in Oklahoma**

Oklahoma State Board of Pharmacy contact information: 2920 N Lincoln Blvd, Ste A, Oklahoma City, OK 73105

**Phone:** (405) 521-3815 **E-mail:** [pharmacy@pharmacy.ok.gov](mailto:pharmacy@pharmacy.ok.gov)

**For residents located in Texas**

Complaints concerning the practice of pharmacy may be filed with: Texas State Board of Pharmacy  
333 Guadalupe Street, Suite 3-500 Austin, TX 78701

**Phone:** (512) 305-8000 or (800) 821-3205 **Website:** [www.pharmacy.texas.gov](http://www.pharmacy.texas.gov)

**For residents located in Utah**

In the event your prescription medications(s) or package(s) arrive damaged or compromised, please contact the pharmacy.

**For residents located in Virginia**

Enclosed you will find medication shipped to you by your Walmart/Sam's club Pharmacy.

Under state law, we are required to notify you of the following information:

1. Under certain circumstances chemical degradation of drugs may occur.
2. Speak to your Walmart/Sam's Club pharmacist for any concerns regarding chemical degradation of medications.
3. Speak to your Walmart/Sam's Club pharmacist for any concerns.
4. To contact a Walmart/Sam's Club Pharmacist, dial the phone number on your prescription container, or dial (877) 453-4566.

**For residents located in Wisconsin**

Wisconsin law requires the pharmacist to consult with you about any new or changed prescriptions.

You may contact the pharmacy about any prescription.

Contact the pharmacy about any delivery concerns including:

- Timeliness of delivery
- Condition of the prescription drug upon delivery
- Failure to receive the proper prescription drug product or device

Any prescription which is damaged or lost due to delivery must be replaced by the pharmacy at no additional cost to the patient. If the timeliness of the replacement leads to an interruption in therapy, the dispensing pharmacy must take steps to reduce patient harm.

If a pharmacist fails to consult or resolve your delivery concern, you may contact:

Wisconsin Dept. of Safety and Professional Services, Division of Legal Services and Compliance  
P.O. Box 7190 Madison, WI 53707-7190

**Phone:** (608)266-2112 **Email:** [dsps@wisconsin.gov](mailto:dsps@wisconsin.gov) **Website:** <https://dsps.wi.gov> (click on File A Complaint)