

# University of Michigan Health-Sparrow Specialty Pharmacy

## Frequently Asked Questions (FAQ)

### What is the UM Health-Sparrow Specialty Pharmacy?

This program provides specialty medicine and support to help you manage your condition so you can live better and stay healthy.

### What is a Specialty Medicine?

A specialty medicine is one that:

- Needs extra attention from your health care team
- May treat a rare, serious or chronic condition
- May be expensive
- May be given by mouth or by injection

### Why Do I Need a Specialty Pharmacy?

These complex and costly medicines:

- May not be available at your local pharmacy
- Usually require special storage and handling
- May have side effects that need to be monitored by a trained pharmacist

### How Can I Contact the UM Health-Sparrow Specialty Pharmacy?

You can call us at [833-485-0222](tel:833-485-0222) (toll-free) or [517-364-2720](tel:517-364-2720).

### How Do I Refill My Medicine?

You can request a refill by calling [833-485-0222](tel:833-485-0222) (toll-free) or [517-364-2720](tel:517-364-2720). You can request a refill at any time, but please give us a five-day advance notice to address any problems that may have arisen since the last fill.

### How Much Will My Medicine Cost?

Your copay amount will vary based on your insurance plan. We will tell you the total after we have processed your prescription.

### What if I Can't Afford My Medicine?

You may qualify for financial help through drug companies or charities. We will review all options with you. If you meet requirements for a program, we will help you enroll.

### What if My Insurance Doesn't Cover My Medicine?

Our staff works directly with your doctor and insurance company to obtain coverage for your therapy. If it is denied, your provider will discuss other options with you.

### Can I Still Get Access to My Specialty Medicine if I Lack Prescription Insurance?

Some drug companies offer assistance programs. If it is available, we will help you enroll in the program.

### Does UM Health-Sparrow Specialty Pharmacy Have Access to All Specialty Medicines that are FDA Approved?

UM Health-Sparrow Specialty Pharmacy is able to provide most specialty medicines. If we cannot get the drug, we will transfer your prescription to a pharmacy that can and have the new pharmacy contact you.

### Will My Insurance Company Let UM Health-Sparrow Specialty Pharmacy Dispense the Drug?

The UM Health-Sparrow Specialty Pharmacy contracts with most insurance companies. Sometimes your insurance will require the use of another pharmacy. In these cases, we will transfer your prescription and have the new pharmacy contact you.

## Will You Ever Substitute My Medicine With Another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur because of insurance company guidelines or to reduce your copay. If a substitution needs to be made, the UM Health-Sparrow Specialty Pharmacy team will contact you.

## Will UM Health-Sparrow Specialty Pharmacy Ever Call Me?

We will call you to:

- Discuss your prescription and copay amount
- Set-up the initial delivery and refills

We may also call you to:

- Verify prescription insurance information
- Obtain documentation of your income to enroll you in a program for financial help
- Counsel you on your medicine
- Tell you that the prescription must be transferred to another specialty pharmacy
- Notify you of any FDA recalls of your medicine

## When Should I Contact UM Health-Sparrow Specialty Pharmacy?

You should call the UM Health-Sparrow Specialty Pharmacy if:

- Your address, phone number or insurance has changed
- You have questions regarding the status of your prescription
- You have concerns about how to take your medicine
- You would like more information about your plan for treatment
- You suspect an error in shipping or dispensing has occurred

- You suspect your medication has been recalled by the FDA

You should also contact us with any other questions or concerns. Our staff is happy to help you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medicines delivered
- Helping you obtain medicines during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support

## What Should I Do if I Have Side Effects From the Medicine?

- For any serious or life-threatening situation, call **911**.
- For non-emergency problems, call UM Health-Sparrow Specialty Pharmacy at **517-364-2720**.

## Can I Return My Prescription?

Most prescription medicine cannot be returned to the pharmacy. Please call us, and we can tell you if your medicine can be returned and credited. Also, if you suspect your medicine is defective, please call us, and we will see if a new medicine can be sent to you.

## How Do I Dispose of Unused Medicine?

For instructions on how to properly dispose of unused medicine:

- Go to the FDA website: [fda.gov](https://www.fda.gov)
- Contact the pharmacy

Being a patient of the UM Health-Sparrow Specialty Pharmacy is optional. If you would like to use another specialty pharmacy, contact us to help you with the transfer of your prescription.

**We appreciate you using UM Health-Sparrow Specialty Pharmacy.**

UM Health-Sparrow Specialty Pharmacy  
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