



FAQs – Frequently Asked Questions

Q. How can I access a pharmacy representative?

A. Patients can contact a pharmacy representative by calling 1-855-265-8008.

Q. Why are there so many forms to sign?

A. Due to Federal regulations and insurance requirements we are required to provide these documents to each patient.

Q. What if I do not understand a form?

A. Patients can contact a pharmacy representative by calling 1-855-265-8008 to speak with a staff member.

Q. What do I do if I am experiencing a serious or life threatening reaction?

A. Immediately call 911.

Q. Can I speak with a pharmacist after hours?

A. Yes, your call will initially be answered by our answering service and a pharmacist will contact you by phone.

Q. How does the pharmacy determine which product to ship to me?

A. The pharmacy will dispense the medication as written by the prescriber. If a generic is available, the Pennsylvania Board of Pharmacy requires that the generic be dispensed unless brand name is specified by the prescriber.

Q. How do patients access medications in the event of an emergency situation or natural disaster?

A. Contact Value Specialty Pharmacy by calling 1-855-265-8008.

Q. How can I find out the status of my prescription or refill?

A. Patients can contact Value Specialty Pharmacy by calling 1-855-265-8008.

Q. How do I get a copy of the consumers' rights and responsibilities?

A. A copy is provided in the new patient welcome kit and you can download a copy from the website www.vsprx.com.

Q. How do I know if my medication is involved in a medication recall?

A. Most medications involved in a recall are limited to a specific lot number. Value Specialty Pharmacy records the lot number of every prescription filled. Should your prescription be part of the recall a staff member will contact you by phone with instructions to best handle your treatment plan.



Q. Should I report a reaction to the medication?

A. Yes, we want to know if you are experiencing any potential medication reaction no matter how minor. The clinical team may collaborate with your physician for an alternative medication or a product to address the reaction.

Q. How do I report a potential error, complaint or concern?

A. Patients can contact Value Specialty Pharmacy by calling 1-855-265-8008.

Q. What if I do not get resolution to my complaint?

A. Our goal is to resolve all patient concerns in a timely manner. Should you wish to escalate your concern to the parent company, patients may contact Value Drug Company by calling 1-800-252-3786.

Q. Will my prescription be transferred to another pharmacy?

A. Due to medication availability or insurance coverage, a transfer of the prescription may be necessary. Value Specialty Pharmacy will contact the patient/caregiver by phone prior to the prescription transfer to explain the reason for transfer and authorization from patient/caregiver.

Q. How do I dispose of excess or discontinued medications?

A. Medication disposal boxes are commonly found in local pharmacies and police stations. Contact Value Specialty Pharmacy for more assistance.