

## 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 who will collect your information 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](http://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.**



Please retain a copy for yourself and mail the original to: Value Specialty Pharmacy  
4200 Industrial Park Drive, Altoona, PA 16602  
Phone (855) 265-8008 | Fax (844) 812-6227

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 our parent company, 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/physician prior to the prescription transfer to explain the reason for transfer and authorization from patient/caregiver/physician .**

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.**

Q. How do I report a missing or delayed shipment?

**A. Value Specialty Pharmacy strives to deliver all packages on time and as expected. Weather delays and other situations may arise out of our control. Patients can contact Value Specialty Pharmacy by calling 1-855-265-8008 at any time to inquire about a missing or delayed package.**

Q. What are my out of pocket costs?

**A. Value Specialty Pharmacy will facilitate the lowest possible out of pocket expense for your prescription. This process may include application to patient foundation funds, utilization of manufacturer co pay cards and/or utilization of insurance. Financial responsibility will be communicated to patients before medications are shipped. Written receipts are also provided to patients upon request documenting their out of pocket expenses.**

Q. How do I initiate services with Value Specialty Pharmacy?

**A. Please call 855-265-8008 to initiate services. A pharmacy representative will create a patient file for you with updated demographics, allergies, medication list and insurance information. Coordination to obtain a prescription from your prescriber will also occur at this time. If you have a prescription you can provide it to the pharmacy via drop off or mail in. Faxes cannot be accepted from patients.**

Q. How do I order a refill of my medication?

**A. Please call 855-265-8008 to speak with a pharmacy representative. They will ask information to ensure that your prescription is filled and delivered to your intended location. More options for electronic ordering will occur in the future.**

Q. How do I know if there have been any substitutions to my medication?

**A. If the generic manufacturer has changed there will be an additional warning label indicating this on your product. Always call the pharmacy at 855-265-8008 if you have concerns on your medication looking different or having different markings.**

**If the original medication prescribed was not covered on your insurance, and your physician provided an alternative, you will be notified of this prior to the medication being dispensed and shipped to you.**



Please retain a copy for yourself and mail the original to: Value Specialty Pharmacy  
4200 Industrial Park Drive, Altoona, PA 16602  
Phone (855) 265-8008 | Fax (844) 812-6227