



# Frequently Asked Questions



## What are specialty medications?

Specialty medications treat complex and chronic (long-term) conditions such as multiple sclerosis, crohn's and psoriasis. Many of these medications are manufactured using highly specialized techniques. Because of their complex makeup, specialty medications are not usually available at a local retail pharmacy.

## How do I get my specialty medications filled through HealthDyne Specialty Pharmacy?

Call our toll-free number to speak with a Patient Care Advocate. They'll work with you to arrange your medication shipment. You can also have your doctor e-prescribe, call or fax in your prescription.

- E-prescribe: HealthDyne Specialty Pharmacy
- Phone: (800) 641-8475
- Fax: (800) 530-8589

## How do I transfer a prescription to or from HealthDyne Specialty Pharmacy?

Call our toll-free number to speak with a Patient Care Advocate for assistance transferring your prescription(s) to HealthDyne or another specialty pharmacy. They will help you enroll in our specialty pharmacy program and contact your prescriber or pharmacy for the prescription.

## How do I order a refill?

Your Patient Care Advocate will call you one week before your next refill to schedule your medication delivery. During this call, he or she will verify that you are still taking the medication, confirm your current dosage, and ask whether you are experiencing any unmanageable side effects. You can also call (800) 641-8475 to order your refill through our automatic refill line or to speak with a Patient Care Advocate. Refills can also be ordered online using the Patient Portal\*.

## How do I check my order status?

If you are enrolled in our text platform, you'll receive a message once your order ships. You can also visit the Patient Portal\* or call (800) 641-8475 to check the status of your order.

## How much will my specialty medications cost?

Specialty medications are offered at a wide range of costs, depending upon the medication and your insurance plan. You may also request a cash price for your medication if you wish not to use your insurance. Please call (800) 641-8475 to speak to a Patient Care Advocate about your medication costs.

## Where will you send my medication and supplies?

Speak to your Patient Care Advocate about where you'd like to ship your medications. You can also update your shipping address using the Patient Portal.\* We will include all of the supplies you need. The packaging used for your medications supports special handling and temperature controls while protecting your privacy.

\*While many of our patients access the Patient Portal via [wellview.welldyne.com](http://wellview.welldyne.com), some may access the portal through their employer's intranet, benefits site or [wellview.healthdyne.com](http://wellview.healthdyne.com). Additionally, some insurance plans may not be set up for patients to use the patient portal or mobile app. Please contact your Patient Care Advocate for more information or for assistance.

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## How can I find out more information about my condition?

More information about your specific condition can be found by visiting [HealthDyneSpecialty.com/conditions](https://HealthDyneSpecialty.com/conditions). You will have access to digital and printable information about your disease that help you learn about and manage your condition.

## How can I report a problem?

We understand that it can be difficult to manage complex health conditions and we're here to help. If you have questions about your medication, including how to take it, what to do if you miss a dose, how to manage side effects, etc., our pharmacists are available 24/7/365 days a year. For medical emergencies, please call 911.

If you have concerns or complaints about HealthDyne Specialty Pharmacy, we want to hear from you.

- Contact us by phone at (800) 641-8475 or by email at [questions@HealthDyneSpecialty.com](mailto:questions@HealthDyneSpecialty.com).
- Florida Mailing Address: HealthDyne Specialty Pharmacy, PO Box 90429, Lakeland, FL 33804
- Colorado Mailing Address: HealthDyne Specialty Pharmacy, PO Box 4517, Englewood, CO 80155
- If necessary, our Specialty team will help you with escalating pharmacy complaints. You may also contact our accrediting organization, ACHC, directly at 1-855-937-2242 to file a complaint.

## How do I dispose of any expired or unused medications?

To properly dispose of medications at home, the FDA recommends:

1. Mixing any leftover medications with an unappealing substance (ex. coffee grounds).
2. Placing the mixture in a sealed container.
3. Throwing it into your household trash.
4. Scratching out any personal information found on old prescription bottles before disposing of them.

For more information on the proper disposal of expired or unused medications, visit the FDA website ([www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)).

## How do I avoid infections when administering medication or handling medical equipment?

Preventing infection is vitally important. Always wash your hands to reduce the risk of contamination or spreading of an infection. Per CDC guidelines, follow these steps to wash your hands the right way every time.

- Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song twice.
- Rinse your hands well under clean, running water and dry them using a clean towel or allow them to air dry.
- Do not touch any surfaces, such as the tap, that can contaminate your hands. Use a paper towel.

Scan the QR Code to view  
Welcome Kit documents online.



[www.HealthDyneSpecialty.com](https://www.HealthDyneSpecialty.com) | (800) 641-8475

Hours: 8:00 am to 8:00 pm (EST), Monday – Friday  
Pharmacists available for after-hours support.  
For medical emergencies, call 911.

Patient Portal: [WellView.WellDyne.com](https://WellView.WellDyne.com)

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