

Specialty Pharmacy Services

The challenge of spiraling healthcare costs can be assisted through the use of Specialty Pharmacy services addressing the patient's needs for injectable biopharmaceuticals and other medication therapies. Specialty Pharmacy services are available with the following disease-specific conditions:

- Asthma
- Cystic fibrosis
- Deep vein thrombosis
- Growth hormone deficiency
- Hepatitis
- HIV/AIDS
- Infertility
- Multiple Sclerosis
- Oncology-related conditions
- Prostate cancer
- Respiratory Syncytial Virus (RSV)
- Rheumatoid arthritis
- Solid organ transplant



724 Elm Street
West Bend, WI 53095
800-248-1062 www.restat.com



Specialty Pharmacy Services



Member Information

- Customized care through comprehensive therapy assessment
- Medication delivery, respects the rights and needs of the patient
- Patient education on complicated treatment models
- Clinical pharmacists proactively work with patients for adherence issues of treatment
- Increased affordability for your prescription benefit plan
- Convenience of local and mail order facilities
- 24/7 toll-free access to pharmacists

RESTAT Specialty Pharmacy

Works for You

Notification Process for the Member

You may receive a letter from your benefit administrator which requests the patient to contact RESTAT to initiate authorization and enrollment for Specialty Pharmacy services. Contact RESTAT's Clinical Staff Specialist to prevent denial of medication at the point of service.

Enrollment Process

To begin services with RESTAT's Specialty Pharmacy Program, please 1-877-526-9906. A RESTAT clinical staff specialist will begin the enrollment process by verifying eligibility and coverage of requested medication. A full benefits investigation will begin that includes management of the prior authorization process based on communication with your physician regarding treatment options. Within 72 hours a Customer Care Representative will contact you regarding your next step and provide the resources and support you need to achieve the best results for your prescribed therapy.

Specialty Customer Care

Your Customer Care Representative will be your primary contact. This person will manage your supplies and deliveries and who will check occasionally on day-to-day management of treatment.

Responsibilities include:

- Schedule and coordinate deliveries, initial and ongoing
- Counseling on your financial responsibilities, dosing and compliance
- Provide 24/7 clinical support for management of medications
- Ongoing patient education on complicated treatment

Specialty Pharmaceuticals How-To's

Co-payments – You can either pay upfront with a check or credit card or the specialty provider can arrange to invoice you after your medication is dispensed.

Orders and Refills – All specialty pharmaceuticals are shipped First class mail or overnight as required. Orders can be shipped either to the doctors' office or to your home, depending on where the medication is administered. Your Customer Care Representative will assist with any special delivery arrangements that may be required.

Create Routine to Provide Maximum Benefit - When your medication arrives, verify the contents. All supplies are provided to administer the drug properly with instructions for handling and storage.

Convenient Access to Medications

- Toll-free order availability
- Nationwide network
- Reimbursement coordination
- Assistance in obtaining, respiratory and infusion services (nursing support)

Patient Satisfaction

- Outcomes that reduce costs to your plan and add efficiency to the patient's treatment model
 - Pro-actively contains costs for the health plan
 - Added patient convenience and access
 - Respects the rights and needs of the patient
- Assistance to insure an improved health condition and a better quality