

# Frequently Asked Questions

**I am approved for copay assistance.**

**How does this work?**

Depending on the copay assistance organization, you may be required to pay for a portion of the copay. Also, many organizations have a maximum amount they will pay per year on your behalf; if your copays exceed this limit, you may be responsible for the remaining balance.

Publix Specialty Pharmacy will handle the billing for you. We will charge your insurance first and then the copay assistance organization for your medication. The organization will pay the copay on your behalf.

Please be aware: If you have been conditionally approved for copay assistance through the Chronic Disease Fund (CDF), The Assistance Fund (TAF), or the National Organization for Rare Disorders (NORD), you will be required to complete and return all paperwork and supporting documentation in a timely manner. Delays may put you at risk of losing your assistance.

**What preparations do I need to be aware of while traveling with my medication?**

Make sure to carry your medication with a copy of your prescription or the bottle/container with your prescription information on it.

At least two weeks prior to your departure, take an inventory of your medication at home. This should give you enough time to call and get another shipment delivered to your home if needed, as well as obtain any prescriptions from your doctor.

If you expect to need an early fill before your trip, please call us at **1.855.RxPublix** (1.855.797.8254) so we can see if your insurance will provide a vacation override (some insurance companies do not allow this).

Remember to pack your medication in a secure and easy-to-reach area of your carry-on luggage only. In the event that your checked luggage is misplaced, you will still have your medication.

If your medication requires refrigeration, place it into a plastic bag and then into an insulated container with an ice pack.

**What should I do if I am running out of medication and unable to reach Publix Specialty Pharmacy?**

If at any time you are running out or are out of medication and it is not possible for you to reach the pharmacy, please contact your prescribing physician for immediate instructions.

It is very important to prepare for an emergency. Planning ahead involves such things as:

- Evacuation route
- Emergency kit
- Extra water/food
- Emergency phone numbers
- Ordering medication ahead of time
- Important documents
- Care for pets, if applicable
- A safe place to store your medications appropriately

You can find more helpful information about emergency preparedness at [redcross.org](https://www.redcross.org). In the event of an emergency or disaster, or if a delay occurs and the pharmacy is unavailable, call **911** for medication needs.

**How do I obtain refills of my medication?  
Do you automatically send them to me?**

Publix Specialty Pharmacy does not automatically ship medication. You should receive a call from our pharmacy when you have approximately one week of medication left. If you do not receive a call and you are running out of medication, please call us at **1.855.RxPublix** (1.855.797.8254) to schedule a refill.

**What should I do if my order is delayed?**

Publix Specialty Pharmacy will make every attempt to contact you if there is any delay with your medication delivery. However, if your delivery does not arrive by the end of the day as expected, please contact us at **1.855.RxPublix** (1.855.797.8254). We can track your delivery via UPS or courier.

**What happens if there is a drug recall?**

Our pharmacy will notify you and your doctor if there is a drug recall that affects any of your prescriptions.

**What if I need training on my injectable medication?**

We are available 24 hours a day, seven days a week, via telephone at **1.855.RxPublix** (1.855.797.8254). Training can also be provided at your local Publix Pharmacy.



Pharmacy