

Important Information

Important information about your order.

We value our customers and want to continue to provide excellent customer service. You can help us by verifying the accuracy of your shipments upon receipt. Please call your pharmacy team at **1.855.RxPublix** (1.855.797.8254) to report any concerns or discrepancies.

Therapy information.

The pharmacist is available for counseling on the medications provided to you at the number listed on the label of your medication. They will use evidence-based health information for all diagnoses, treatment monitoring, and recommendations to your doctor.

Written information about this prescription has been provided for you. Please read this information before you take the medication.

Call your doctor for medical advice about side effects. You may also report side effects to the Food and Drug Administration at **1.800.FDA.1088** (1.800.332.1088).

The pharmacy reports prescriptions for controlled substances to prescription monitoring programs as required by state law. This information may be requested by specific individuals from state prescription drug monitoring programs for a limited number of purposes as authorized by state law.

What you may need to know.

To reach your Publix Specialty Pharmacy team of pharmacists and Patient Care Coordinators, please call **1.855.RxPublix** (1.855.797.8254). We can also be reached by email at **specialty.pharmacy@publix.com**. All emails will be responded to within one business day.

Your Publix Specialty Pharmacy team can:

- Schedule a refill shipment.
- Provide clinical support.
- Check the status of your order.
- Answer billing or insurance questions.
- Fill a prescription or have it transferred.

Hours of operation.

Our pharmacy is open to assist you Monday through Friday, 8:30 a.m. – 7 p.m. (ET).

A pharmacist is available 24 hours a day, seven days a week to answer clinical questions, if needed. Call **1.855.RxPublix** (1.855.797.8254) and one of our pharmacists will return your call within 30 minutes.

The pharmacy is closed on the following holidays:

- New Year's Day (January 1)
- Easter
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Comprehensive clinical care.

Publix Specialty Pharmacy offers personalized patient care and access to pharmacists 24 hours a day, seven days a week. This means that we're available whenever you need us to discuss your medication and possible side effects.

Medication history.

To provide complete care, we need to know about your current medications, allergies, and health conditions.

Medication questions.

Telephone consultation with a pharmacist regarding your medication(s) is available to you. To speak to a pharmacist, please call **1.855.RxPublix** (1.855.797.8254) or the number on your prescription label. In case of an emergency, call **911** immediately.

Product selection and availability.

In the event Publix Specialty Pharmacy does not have access to your medication for first fills or refills, we will speak with your doctor about possible alternatives or transfer your prescription to a pharmacy that is able to fill it.

Special packaging and shipping.

To ensure the effectiveness of your medication, Publix Specialty Pharmacy uses special packaging and expedited shipping. We do this because under certain circumstances, a medication's effectiveness could be affected by exposure to extreme heat, light, cold, or humidity. You may also notice a change in the number of ice packs used, or that they're frozen or unfrozen. These factors may change based on the time of year.

Insurance changes.

To prevent interruption to your medication therapy, please let us know immediately about any change in your insurance coverage. This will help ensure a smooth transition and prevent shipping delays for your medications. In the event that your insurance has changed and our pharmacy cannot fill your prescription, we will transfer your prescription to a pharmacy that is able to fill it according to your health plan coverage.

Social and financial support.

At Publix Specialty Pharmacy, we know that living with illness can be difficult. That's why we're here to help. Our goal is to support you and your doctor so you receive the best possible care throughout your treatment. As advocates for your health, we are here to help answer any questions you may have—even the stressful ones.

The pharmacy team members are available to help identify community assistance programs in your area and programs that may offer financial help. We will provide network status and financial information, including out-of-pocket costs such as deductibles, copays, and co-insurance, as available, as well as cash prices, upon request.

Generic substitution.

Publix Specialty Pharmacy will substitute a lower-cost medication for a brand-name drug unless you or your doctor specifically request a brand-name drug.

Report your side effects.

Call your doctor for medical advice about side effects.

You may report side effects to the FDA at **1.800.FDA.1088** (1.800.332.1088) or the FDA/MedWatch website at **[fda.gov/safety/medwatch](https://www.fda.gov/safety/medwatch)**.

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Pharmacy