Welcome to Men’s Health Foundation Pharmacy!

Thank you for choosing us to be your specialty pharmacy provider. Our dedicated pharmacy team is excited to work with you, your physician and your insurance company to ensure that all your needs are met.

As a specialty pharmacy patient, you will have one-on-one direct contact with our pharmacists who will develop a program tailored to you, so you can understand and follow your prescription guidelines.

Our services are designed to help you achieve the most benefit from your therapy including:

- Training, Education and Counseling
- Comprehensive Medication Review
- Copay, Patient Assistance, and other Financial Assistance Programs
- Free Medication Delivery
- Refill Reminders
- 24/7 Access to Clinically Trained Personnel

We look forward to providing you with the best service possible. We know you have many options and we thank you for choosing Men’s Health Foundation Pharmacy.

Sincerely,
The Men’s Health Foundation Pharmacy Team
CONTACT INFORMATION

Hours of Operation:
- Monday – Friday, 9:00am to 5:30pm
- Men’s Health Foundation Pharmacy will be closed on the following holidays:
  - Martin Luther King Day
  - Cesar Chavez Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Indigenous People’s Day
  - Thanksgiving Day
  - Thanksgiving Recovery Day
  - Christmas Day
  - New Year’s Day

Contact Information:
- Local: (310) 550-1010 option 2
  (310)-205-0724 (direct)
- Fax: (310) 276-1809
- Email: sunsetpharmacy@mhfoundation.org
- In Person: 9201 W Sunset Blvd Ste G2, Los Angeles, CA 90069

24/7 Support
- Clinically trained personnel are available 24 hours a day, 7 days a week including holidays and weekends.
- Our after-hours clinicians are available to assist you with urgent clinical questions.

When to Contact Us:
- You have questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- To check the status of your order, discuss an order delay or reschedule your delivery
- To receive claims related information
**IMPORTANT INFORMATION**

- **Patient Management Program**
  - Specialty pharmacy patients are automatically enrolled in our therapy-specific patient management program. Our team of trained clinicians will provide you with continuous clinical evaluation, ongoing health monitoring, assessment of educational needs and management of your medication use. This program is provided to you at no additional cost, and your participation is completely voluntary. If you wish to opt out of the program, please call and speak to a specialty pharmacy team member.
  - The patient management program provides benefits such as managing side effects, increasing compliance with drug therapies and overall improvement of health when you are willing to follow your treatment plan.

- **Financial Information**
  - Before your care begins, a staff member will inform you of your out-of-pocket costs such as deductibles, copays and coinsurance.
  - We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue.
  - We will notify you if we are an out of network pharmacy and will provide you with the cash price of the medication upon request.
  - Our team has access to financial assistance programs to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs, when available.

- **Filling a Prescription**
  - Your physician can send us your prescription, or you can provide it to us in person or through the mail.
  - You will be contacted by a team member 5-7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a pharmacy team member to process your refill request.

- **Prescription Transfers**
  - If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
  - Please call us if you would like to receive your medications from another pharmacy. We will assist you in transferring your prescription to the appropriate pharmacy of your choice.

- **Drug Substitution**
  - Our pharmacy strives to find the most cost-efficient option for you. From time to time it may be necessary to substitute brand name drugs with a generic drug option. This could occur due to insurance carrier preference or to reduce your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution. When available, our
pharmacy will default to generic to save you money. We will use brand name medication at you or your prescriber’s request.

**Proper Disposal of Unused Medications**
- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
  - [http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
  - [http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm](http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm)
  - RXdrugdropbox.org

**Drug Recalls**
- If your medication is recalled, the specialty pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

**Accessing Medications During an Emergency or Disaster**
- In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication.
- If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medications to ensure your therapy is not interrupted.

**Medication Issues and Concerns**
- Please contact the pharmacy as soon as possible to report medication issues such as adverse effects to your medication or suspected errors.
- We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing to discuss your concerns. If you wish to seek further review of concern, you may contact:
  - **URAC**
    - Website: [https://www.urac.org/file-a-grievance](https://www.urac.org/file-a-grievance)
    - Email Address: grievances@urac.org
PATIENT RIGHTS AND RESPONSIBILITIES

As our patient, you have the RIGHT to:

- Have personal health information shared with the patient management program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation, or disenroll, at any point in time

As our patient, you have the RESPONSIBILITY to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information
- Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the patient management program

ADDITIONAL INFORMATION REGARDING YOUR MEDICATION, CONDITION/DIAGNOSIS AND COMMUNITY AND FINANCIAL RESOURCES CAN BE FOUND ON THE FOLLOWING WEBSITES:

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<th><a href="https://www.hiv.gov">https://www.hiv.gov</a></th>
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