Professional Arts
SPECIALTY PHARMACY

Frequently Asked Questions
Expanded Version

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MY PRESCRIPTION FAQs

ENGLISH: Written information about your prescription has been provided for you. Please read this information before you take your medication. If you have questions concerning your prescription, a pharmacist is available during normal business hours to answer your questions at the contact information listed below in the “How do I contact you?” section of Frequently Asked Questions.

SPANISH: Se le ha proporcionado información escrita sobre esta receta. Lea esta información antes de tomar el medicamento. Si tiene preguntas sobre esta receta, un farmacéutico está disponible durante el horario laboral normal para responder a sus preguntas en la información de contacto que se indica a continuación en la sección "¿Cómo puedo comunicarme con usted?" sección de Preguntas frecuentes.

How do I contact you for counseling, questions, or concerns?

Please call to speak to our pharmacist if you have any questions regarding how to properly take your medication. If you experience any adverse effects to the medication you were given, please contact your prescribing physician or our pharmacist as soon as possible. We have a Pharmacist-on-Call available 24 hours a day, 7 days a week for emergencies. A member of our staff can help with any questions or concerns regarding any order status, co-pay amount, claims submissions and/or benefit coverage.

Professional Arts Pharmacy
128 Curran Lane, Lafayette, LA 70506
Phone: 888-237-4737
Fax: 855-724-6797
Email: customerservice@professionalarts.com
Open Monday – Friday 8:00am – 5:30pm, Closed Saturdays, Sundays, and all major holidays

What areas do you service?

The pharmacy is licensed to provide services to patients located in Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin and Wyoming.

How do I order a new prescription?

Your physician or authorized prescriber may call in, e-scribe, fax, or mail in a new prescription. If you need help, please call us and we would be happy to handle the entire process for you. We will contact your physician to obtain all necessary information.

If you already have a written prescription, you may walk in and drop it off or mail it to our pharmacy.

Please note, certain controlled substance medications cannot be faxed. The paper copy of these prescriptions must be brought in or sent to the pharmacy, or the prescriptions may be electronically prescribed by your prescriber.

When a valid prescription is on file, you may call in to our pharmacy to place your order and set up a shipment during regular business hours.

Your prescription may be filled with a generic equivalent substitution based on state law, its equivalency rating and in accordance with company policy. Please ask a Pharmacist if you have any questions.

A Professional Arts Pharmacy employee will let you know if we are unable to fulfill the medication request and provide suggestions and guidance on where the medication may be available, upon request.

How do I order a REFILL of my prescription?

If you know your prescription number(s), you can call our phone system and press the refill option to request a refill on our automated system or use our convenient RxLocal pharmacy App which can be downloaded from the App store or downloaded from our website www.professionalarts.com.

As always, if you do not know your prescription number(s), you can call the pharmacy and speak directly to a member of our care team.

Please begin your refill process before you are scheduled to be out of medication. If your medication is compounded, please call 2 business days in advance of needing your refill. If you run out of refills, please let us know if you would like us to call your physician to request a new prescription. Remember to always inform the pharmacy of any insurance, address, phone number or health changes!

If you need your prescription immediately, please let a Professional Arts Pharmacy employee know so your order can be expedited. If you cannot wait for a shipment, you may ask about having your prescription transferred to a local pharmacy. The prescription can be transferred back to Professional Arts Pharmacy the next time you need to re-fill it.

How much will my prescription cost?

Prescription cost will vary depending on your insurance. Because drug pricing can change daily, a final determination of your co-pay cost cannot be made until your claim is processed. You may also call the Member Services phone number on your prescription insurance card to get the most current information. The cost may also vary depending on the quantity of medication. Please be sure to advise your physician to prescribe for the

maximum amount/day supply allowable by your insurance coverage (days allowed may vary by plan). If you prefer not to use your insurance, a member of our tam can provide you with a cash price.

If you have Medicare Part D drug coverage, the cost of your prescription will change significantly as you meet your deductible and initial co-pay, progress through the "donut hole" and reach total out-of-pocket expense. Our Patient Care Coordinators can assist you in determining and understanding your options.

If you are unable to afford the out-of-pocket cost for your prescription, Professional Arts Pharmacy will work to identify possible co-pay card assistance (if allowed by your insurance), patient assistant programs, or other support and/or charitable organizations.

How can I pay for my prescription order?

Professional Arts Pharmacy accepts all major credit cards, checks, cash, or money orders. If mailing payment, please do not mail cash.

What if Professional Arts Pharmacy is out-of-network with your insurance?

If your insurance company considers Professional Arts Pharmacy an out-of-network pharmacy, an explanation of the medication cost will be provided at the time of dispensing or in writing, if requested.

How long does it take to receive my prescription?

A member of our care team must speak with you before your medication can be shipped out so that we can confirm your delivery address, review any medication allergies, verify your prescription insurance coverage, collect any co-payment amounts, review your medication therapy, provide instructions for use, and answer any questions you may have.

Our standard processing time at Professional Arts Pharmacy is normally less than 48 hours. This does not include delivery time. If processing time is delayed longer than 48 hours, we will contact you to notify you of your options, so you don't go without medication.

A Professional Arts Pharmacy employee will promptly let you know if there are any issues that may delay fulfillment such as prior authorizations or restrictions imposed by your insurance company.

Professional Arts Pharmacy employees will work with you and your physician to try and get any issue resolved as quickly as possible. If your insurance company will not allow an override due to unforeseen circumstances or other reasons, a Professional Arts Pharmacy employee will help determine the best way to get the medication you require as quickly as possible.

How will I receive my prescription?

Medications are sent via UPS, FedEx, or courier delivery driver. Priority Overnight is available and required for some medications, otherwise prescriptions are shipped Monday through Friday and delivery can be expected in one to three days. When necessary, ice packs and a cooler are used to maintain product stability.

Some medications will require your signature for delivery. If a signature is required, a Professional Arts Pharmacy staff member will coordinate with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription.

Patients are always welcome to pick-up medication at our pharmacy counter at 128 Curran Lane, Lafayette, LA 70506.

Can I return my medication?

Most prescription medications cannot be returned to the pharmacy. If you suspect your medication is defective, please call Professional Arts Pharmacy.

How do I Enroll or Opt-Out of Refill Program?

Patients receiving specific types of prescription therapy may be eligible to enroll in our refill program to help you stay on track. By enrolling in the Refill program, we will send your refill right on time, every time you're due. We will communicate with you prior to shipping your prescription and give you an opportunity to opt-out. We will automatically bill the credit card we have on file. In the event your insurance benefit changes, we will contact you prior to shipping your refill and let you know if there are any changes to your out of pocket payment. Not all prescriptions are eligible for the refill program. To learn more about enrolling in the program or to opt out at any time, contact our pharmacy staff at 337-262-9758 or 1-888-237-4797.

GENERAL FAQs

What do I do if there is a drug recall on my medication?

Professional Arts Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. Professional Arts Pharmacy will contact you immediately by phone or in writing in the event of a recall and instruct you on what to do. Depending on the severity of the recall and the clinical impact, Professional Arts Pharmacy will contact your prescriber or health plan.

How can I safely dispose of my medications?

1ST CHOICE: DRUG TAKE-BACK EVENTS

To dispose of prescription and over-the-counter drugs, call your city or county government's household trash and recycling service and ask if a drug take-back program is available in your community. Some counties hold household hazardous waste collection days, where prescription and over-the-counter drugs are accepted at a central location for proper disposal.

2ND CHOICE: HOUSEHOLD DISPOSAL STEPS

1. Take your prescription drugs out of their original containers.
2. Mix drugs with an undesirable substance, such as cat litter or used coffee grounds.
3. Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag.
4. Conceal or remove any personal information, including Rx number, on the empty containers by covering it with permanent marker or duct tape, or by scratching it off.
5. The sealed container with the drug mixture, and the empty drug containers, can now be placed in the trash.

Source: EPA, Drug Disposal Guidelines, Office of National Drug Control Policy, October 2009

How do I prepare for emergencies?

Professional Arts Pharmacy has a plan in place if a disaster occurs. Disasters may include a fire to our facility, chemical spills, major weather events, and evacuations. Our goal is to continue to service your needs during any disaster to the extent reasonably possible. If there is a threat of disaster or severe weather, contact us for any medications you need to make sure you have enough.

Follow directions from the authorities in your area. Professional Arts Pharmacy will use every resource available to continue to make sure we can serve you. While unlikely, there may be times when we cannot meet your needs because of an emergency. In these situations, you must use your local rescue or medical facility.
Please read the guide below to help you in case of an emergency or disaster:

- If we cannot get your medication to you, we will transfer your medication to a local pharmacy of your choice.
- If we cannot reach you or you cannot reach the pharmacy, please listen to your local news for help.
- Make sure we have an emergency contact number, so we can reach you.
- In the event of an emergency or disaster, remember the following:
  - Make a list of your medications (prescribing physician, filling pharmacy, dosage)
  - Store all medications in one location that is easy to grab if needed
  - Know the phone number & address for your pharmacies

How can I report a concern or complaint?

You have a right and responsibility to express concerns, dissatisfaction, or make complaints about the services you did or did not receive without fear of retaliation or interruption of services. **If you have a complaint, please call us at 888-237-4737.** Each event will be investigated with an initial response provided within 72 hours. You will be informed verbally of the resolution of the complaint/grievance, or in writing upon request. If needed, you may contact the State Board of Pharmacy or our Accreditation Organizations.

Louisiana State Board of Pharmacy: Phone - (225) 925-6496; Website - http://www.pharmacy.la.gov/

URAC Accreditation Complaint Information: Phone - (202) 216-9010; Website - https://www.urac.org/file-a-grievance
ACHC (PCAB) Accreditation Complaint Information: Phone - (855) 937-2242; Website - http://achc.org/contact/complaint-policy-process

Professional Arts Pharmacy is licensed in many states. Some states require us to provide you additional information.

Maine – Complaints against the mail order prescription pharmacy may be filed with the Complaint Coordinator, Office of Professional and Occupational Regulation, 35 State House Station, Augusta, ME 04333.

Texas – Complaints against the practice of pharmacy may be filed with the: Texas State Board of Pharmacy. [Las quejas contra la práctica de la farmacia se pueden reportadas al: Junta de Farmacia del Estado de Texas.] 1801 Congress Ave Suite 13.100, Austin, Texas 78701. Tel: 800-821-3205 www.pharmacy.texas.gov/complaint

Oregon – Complaints against the practice of pharmacy may be registered with the Oregon State Board of Pharmacy by filling out the form at the following webpage https://www.oregon.gov/pharmacy/pages/complaint.aspx or by emailing pharmacy.compliance@bop.oregon.gov Tel: 971-673-0001

Oklahoma – Complaints or questions regarding any of the registrants of the Oklahoma State Board of Pharmacy, please email or call the Board office and speak with a compliance officer about your concerns. Tel: (405) 521-3815

BILLING FAQs

Where can I find my PATIENT CODE or ACCOUNT NUMBER?

Numeric patient codes are located on the top right portion of your monthly billing statement labeled “Account #”.

How will the charge appear on my credit card statement?

Compounding Pharmacies of LA

Can I use my FSA/HSA card to make payment?

For your convenience, FSA and/or HSA cards can be used at Professional Arts Pharmacy for qualified medical expenses. However, FSA and HSA payments can ONLY be processed at the time of purchase, and cannot be accepted for payment on your account at any time AFTER the point of sale.

When will my payment post to my account?

Allow up to 2-3 business days for online payments to post to your account.

What if I have questions about my bill?

Call 337-991-0101, and select option 0 and ask to speak to the billing office.

How can I get an insurance claim form?

Call 337.991.0101 EXT. 233 for all insurance claim form requests and we'll be happy to assist you.

When is my account balance due?

Monthly statements are mailed on the 1st of each month and payment is due by the last day of the month to avoid 'past due' status.

How can I get a receipt for my online payment?

Please make note of your request for a receipt in the 'Please specify special requests or comments' box under the 'Pay My Bill' menu (EX: 'Mail my receipt'), and a hard copy receipt will be mailed to you in the next 5-7 days.

COMPOUNDING FAQs

What is Compounding?

Pharmacy compounding is the art and science of preparing customized medications. In every field of medicine, there are some patients who don't respond to traditional methods of treatment. Sometimes they need medicine at strengths that are not manufactured by drug companies, or perhaps they simply need a different method of ingesting a medication. Pharmacy compounding meets these needs. It provides a way for the physicians and compounding pharmacists to customize an individualized prescription for the specific needs of their patients.

At Professional Arts Pharmacy, we understand that our patients are unique individuals. Most commercially available medications that are made by a pharmaceutical company cater to the masses, but at times patients require customized prescriptions to meet their needs. Consider us the problem solver, working with patients and physicians to gain positive outcomes.

Is Compounding new?

The compounding of medications by pharmacists is a long-standing and traditional part of pharmacy. In fact, before the advent of multinational pharmaceutical companies, the majority of medications were prepared at local independent pharmacies. Compounding has experienced a resurgence, as modern technology, innovative techniques and research have allowed more compounding pharmacists to customize medications when the manufactured product is unable to meet specific needs of the patient

What are the reasons a medication is compounded?

Because every patient is different and has different needs, customized, compounded medications are a vital part of quality medical care.

The basis of the profession of pharmacy has always been the "triad," the patient-physician-pharmacist relationship. Through this relationship, patient needs are determined by a physician, who chooses a treatment regimen that may include a compounded medication.

Physicians often prescribe compounded medications for reasons that include (but are not limited to) the following situations:

- When needed medications are discontinued by or generally unavailable from pharmaceutical companies;
- When the patient is allergic to certain preservatives, dyes or binders in available off-the-shelf medications;
- When treatment requires tailored dosage strengths for patients with unique needs (for example, an infant);
- When a pharmacist can combine several medications, the patient is taking to increase compliance;
- When the patient cannot ingest the medication in its commercially available form and a pharmacist can prepare the medication in cream, liquid or other form that the patient can easily take; and
- When medications require flavor additives to make them more palatable for some patients, most often children.

Also, compounding is extremely important to the veterinary community, which often requires more flavors, dosages and potency levels than commercially available medications supply.

Can children take compounded medication?

Yes. Parents often have a tough time getting their children to take medicine because of the taste. A compounding pharmacist can work directly with the physician and the patient to select a flavor such as bubble gum, cherry, strawberry, grape, or tutti frutti, to make it more palatable.

For those who have difficulty swallowing tablets or capsules, we may be able to compound a pleasantly flavored liquid that is easy to swallow or even a transdermal topical gel that can be rubbed into the skin. For children who are intolerant to certain dyes or preservatives in medications, we can make these medications preservative and dye-free.

Do you need a prescription?

Yes. A written prescription from a licensed prescriber such as a physician or veterinarian is required for compounded medications. Compounding pharmacists work together with both physicians and their patients in order to develop the most appropriate therapy for each person.

Is compounding legal?

Yes. Pharmacy compounding is legal throughout the United States. The chemicals used by compounding pharmacies are obtained from FDA inspected and registered facilities.
On November 9, 1997, Congress passed the Food and Drug Administration Act of 1997 (“Modernization Act”), amending the Federal Food, Drug, and Cosmetic Act (FDC Act). The Modernization Act includes new section 503A “Pharmacy Compounding,” which recognizes that pharmacy compounding is legal in the United States. In its report on the issue,

Congress made it clear that patients must be permitted to have continued access to the important health care services provided by compounding pharmacies

Why haven't studies been done for compounded products?

The majority of large studies are funded by drug manufacturers who are required to do so by the FDA in order to get a particular product approved for mass marketing and utilization. Some drugs (bio-identical hormones, for example) cannot be patented; therefore, there is no monetary incentive for any company to pay for an expensive drug study. Furthermore, there are published studies done for many ingredients used in compounded products.

Will my insurance cover compounded medications?

Insurance coverage is plan dependent. Some plans pay for compounded medications while others do not. Professional Arts Pharmacy would be happy to do a benefits investigation for you.

Professional Arts Pharmacy is contracted with over 6,000 prescription insurance carriers. We are able to provide prescription options billable to commercial plans, workman's compensation, Medicare D, and Medicaid. Our billing is processed online, avoiding patients having to pay up front and then file for reimbursement.

WEBSITE PRIVACY POLICY

Does Professional Arts Pharmacy have a website privacy policy?

Yes. In using our website you are deemed to have read and agreed to the terms and conditions which can be found on our website footer or here: https://www.professionalarts.com/privacy-policy/