



Billings  
Clinic

# Specialty Pharmacy





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# Welcome to Billings Clinic Specialty Pharmacy!

We are excited for the chance to serve you. Our goal is to help you live your best possible life while dealing with complex or long-term health problems.

Billings Clinic Specialty Pharmacy focuses on the care of long-term, rare, or complex conditions that require specialty medications. Specialty medications require special handling, administration, or monitoring beyond that which a standard pharmacy can give.

We are committed to giving you personalized care, clinical knowledge, quality products, and superior customer service. Our staff works with you, your health care team, and your insurance company to make sure your needs are met and to improve your Billings Clinic experience as a one-stop solution for all of your health care needs.

The information included in this booklet will explain our services. Please contact us if you have any questions.

## Hours & Contact Information

**Hours of Operation:**

Monday through Friday

8 am to 5:30 pm MST

Closed on holidays

**Phone:** (406) 657-4545

**Toll Free Phone:** 1-844-285-4545

**Fax:** (406) 435-6393

**Email:** [specialtypharm@billingsclinic.org](mailto:specialtypharm@billingsclinic.org)

**After-hours:** Pharmacy staff can be reached 24 hours a day, 7 days per week at Billings Clinic Atrium Pharmacy (406) 238-2084

**Medical Emergencies:** Billings Clinic Specialty Pharmacy does not take the place of your local emergency services. If you experience a medical emergency, please call: 911 or Poison Control 1-800-222-1222

# Services

## Patient Support

- Many medications stocked and available same day at pharmacy
- Personalized experience including refill reminders, automatic refills, and texting alert when medications are ready
- Comprehensive counseling on all medications, including refills
- Free injection supplies such as needles, syringes, alcohol swabs, bandages, and containers or tools for needle waste
- Increased coordination of care amongst Billings Clinic health care professionals
- Prior authorization help to guide this complicated process and ensure a timely response
- Clinical pharmacists offer personalized education and help to ensure patients receive the most benefit from their therapy

## Medication Delivery and Pick-Up

- Option to pick up prescription or mail at no charge
- Free, secure delivery option with package tracking for prompt reliable service

## Financial Assistance

- Benefits and insurance investigation to get financial resources to make medications more affordable
- Medication Assistance Program (MAP) helps patients requiring financial assistance

## Financial Information

- Before your care begins, a pharmacy 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.

## Therapy Management Support

Our patient therapy management program offers personalized education and supportive care from pharmacists to improve your health. This service is provided to you at no cost.

### **Benefits of this program include:**

- Information about safe and effective use and handling of your medication to make sure you receive the most benefit from therapy
- Help in learning how to take or inject your medications correctly in order to decrease the risk for adverse events
- Advice to help prevent and manage side effects and injection site reactions
- Refill reminder calls to ensure you always have enough medication on hand and don't miss any doses
- A team of dedicated staff always available to answer questions and help improve your quality of life

*We are excited to partner with you on your health care journey. To ensure your needs are met, we invite you to participate as a member of your health care team.*

### **Limitations to the program may include:**

- Your willingness to follow directions and be compliant with your therapy
- Your willingness to remain enrolled in the Patient Therapy Management Program
- Your compliance with recommended interventions
- Listening skills
- Your willingness to interact with clinical staff

*Enrolling in the Medication Therapy Management Program may help you succeed in your goals, but this is not required and will not keep you from receiving care. Patients have the right to opt-out of the Patient Therapy Management Program at any time by contacting Billings Clinic Specialty Pharmacy.*

## **Online Resources**

Visit our website at [billingsclinic.com/specialtypharmacy](https://billingsclinic.com/specialtypharmacy) for helpful information, community resources, and links to conditions including:

- Cancer
- Cystic Fibrosis
- Hepatitis C
- Hyperlipidemia
- Pulmonary Arterial Hypertension
- Multiple Sclerosis
- Inflammatory conditions such as rheumatoid arthritis, psoriasis, psoriatic arthritis, ankylosing spondylitis, Crohn's disease, ulcerative colitis

## Frequently Asked Questions

Billings Clinic Specialty Pharmacy is part of the largest health care system in the region, and our support system allows sharing of information among health care professionals. You will get the benefits of our clinical knowledge, refill reminder calls, and medication supplies at no additional cost to you. We offer free shipping of your medication or the option to pick up in person at either Billings Clinic Specialty Pharmacy or Atrium Pharmacy.

### **How do I contact the pharmacy if I have questions or need a refill?**

Billings Clinic Specialty Pharmacy can be reached by phone directly at (406) 657-4545. For refills, a pharmacy staff member will contact you to schedule your refills 7 days before your next refill is due. Please call us if you have any questions or are in need of a refill early. Please contact us if you are down to a 5-day supply of your medication and have not heard from us. We do not want you to run out of your medication.

### **Can I get financial assistance to pay for my specialty medication?**

Our patient support staff will look for available assistance programs including: manufacturer programs, foundation support, grants, and co-payment cards (varies by insurance). Many of our patients get their specialty medications at low to no cost.

### **What if it is too early to refill my medication?**

If you need to refill your medication early, due to lost medication or a vacation, give us a call at (406) 657-4545. We will work directly with your insurance company to find a solution.

## **What do I do if there is a drug recall?**

Billings Clinic Specialty Pharmacy staff continually watch for changes to make sure all medications are safe. In the event of a drug recall that affects you, pharmacy staff will contact you by phone or mail to give further instruction.

## **Will you ever substitute my medication with another medication?**

Your insurance company may require that a generic or bio-similar drug be substituted for a brand name drug. If this should happen, we will let you know.

## **Can I have all my medications filled at Billings Clinic Specialty Pharmacy?**

Billings Clinic Specialty Pharmacy works with Billings Clinic Atrium Pharmacy to meet all of your medication needs. If you are interested in filling all of your medications with Billings Clinic, call the Atrium Pharmacy at (406) 238-2084.

## **How long does it take to receive my medications?**

Once your prescription for a specialty medication has been approved by your insurance, we can arrange delivery within 24-48 hours. A signature is sometimes required at delivery for these medications, so our staff will contact you prior to shipment to schedule a delivery time and location that works for you. Remember, if you prefer, you may pick up your prescription in person at our pharmacy. A staff member will let you know as early as possible if there are any issues that may delay you receiving medication, such as a prior authorization required from your insurance company.

## What if Billings Clinic Specialty Pharmacy is unable to fill my medication?

Billings Clinic Specialty Pharmacy is able to bill many insurance carriers; however, not all insurance companies include our pharmacy on their list of preferred providers. A pharmacy employee will let you know if we are unable to provide your medications, and we will work to find you a pharmacy that can provide them. Regardless, we will work with your insurance company on prior authorizations so you have a seamless transition.

## When should I call the Billings Clinic Specialty Pharmacy?

*You should call Billings Clinic Specialty Pharmacy if:*

- There are changes to your medications or health conditions
- Your address, contact information or insurance information has changed
- You have any questions about the status of your prescription
- You have any questions or concerns about how to take your medication
- You would like additional information about your treatment plan
- You think an error in dispensing or shipping has occurred
- You get a damaged shipment
- You think your refrigerated product did not arrive at proper temperature
- You suspect the FDA has recalled your medication
- To check the status of your order, including information about delays
- Find out where to obtain medications not available from Billings Clinic Specialty Pharmacy
- To find out about getting medications during an emergency or disaster
- To order medications that are needed while you travel
- To discuss substitutions made for new prescriptions for refills
- To discuss sending prescription to another pharmacy
- To get information about support groups

# General Safety Information

## Medication Disposal

Visit [awarerx.org](http://awarerx.org) and click on Drug Disposal Sites to find a drop-off location near you or visit FDA's website

"How to Dispose of Unused Medications" at

[www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)

## Adverse Drug Reactions

If you believe you are experiencing an adverse drug reaction, please contact us, your doctor, or poison control (1-800-222-1222) immediately; or if severe, dial 911.

## Hand Washing

Hand washing is the best way to stop the spread of germs. When washing your hands, always use soap and warm water and wash for at least 15 to 20 seconds.

- When hands are visibly dirty
- Before eating
- After using the restroom
- Before and after procedures (dressing changes, injections, etc.)
- After handling any dirty items

## Infection Prevention

Wash your hands frequently and keep alcohol-based hand sanitizer close to you. Cover your mouth if you need to cough or sneeze and wash your hands as soon as possible. Keep your skin healthy and prevent infection by applying moisturizer to avoid cracking. Cover cuts and scratches with a clean bandage. Avoid those who are sick if your medication increases your chance of infection.

## Wound Care

A wound is defined as "a break in the skin." Wounds can range from a simple scrape to large cuts, pressure sores, or surgical sites. Wounds all heal in the same way.

## Danger Signs of Infection

*The following symptoms could mean that your wound is infected. If you have any of these symptoms, please contact us.*

- Increased pain at the wound site
- Redness or swelling around or spreading out from the wound site
- The wound or surrounding area feels warm to the touch
- Bad smell coming from the wound after the wound has been cleaned
- Any change in color or amount of pus, blood, or other fluids from the wound
- Fever or chills
- Nausea or vomiting

## Disaster Preparedness

Certain types of disasters (environmental, emergency, or severe weather) may cause delays in services. We have an emergency preparedness plan to make sure we continue to provide care in the event our staff are not able to maintain our regularly scheduled visits and deliveries. In the unlikely event your medication is not available from Billings Clinic Specialty Pharmacy, it may be necessary for us to transfer your prescription to another pharmacy, in which case we will notify you.

We encourage you to have your own personal disaster plan. A disaster plan should include arrangements to ensure your safety during a fire, flood, earthquake, outages, or any other emergency situation you could experience in your day-to-day life. You should include any other emergency situations that you feel might be applicable to your circumstances. You should also arrange for a neighbor or family member to check on you during a prolonged power failure or other community-wide event. Always keep emergency telephone numbers handy.

## About Billings Clinic

Billings Clinic Specialty Pharmacy is part of Billings Clinic – Montana’s largest health system based in Billings, Montana serving a vast region covering much of Montana, northern Wyoming and the western Dakotas. Billings Clinic is a physician-led, integrated multi-specialty group practice with a 304-bed hospital and a Level II trauma center.

Billings Clinic is one of Montana’s largest employers with more than 4,700 employees, including about 600 physicians and advanced practitioners offering more than 80 specialties. These professionals work together to provide coordinated and complete care.

Billings Clinic is governed by a board of community members, nurses and physicians. Billings Clinic’s vision is to be a national leader in providing the best clinical quality, patient safety, service and value. Shared electronic medical records are one way we have worked towards that goal.



The electronic medical record helps both primary care physicians and specialists know the patients' entire health history, the drugs that have been prescribed and test results. This improves the overall quality, safety and cost of care.

Billings Clinic has 17 regional partnerships, including management agreements with 15 Critical Access Hospitals and one outpatient clinic. Affiliated hospitals are located throughout Montana and Wyoming.

Physician leadership is embedded in the organization with a physician CEO and through its internal and community governing boards that have physician members. Billings Clinic is consistently recognized nationally for excellent performance in patient quality, safety and service.

Billings Clinic was the first Montana Magnet®-designated health care organization for nursing excellence and is a member of the Mayo Clinic Care Network. Billings Clinic has launched Montana's first Internal Medicine Residency program in its commitment to advancing education.



## About Shields

Billings Clinic has a partnership with Shields Health Solutions (ShieldsRx), the premier specialty pharmacy accelerator in the country. The Shields Performance Platform, an integrated set of solutions, services and technology, is intentionally designed to elevate payer and drug access for specialty pharmacies, elevate health outcomes for complex patients, and elevate growth throughout the entire health system. As the foremost experts in the health system specialty pharmacy industry, Shields has a proven track record of success including access to over 80 percent of all limited distribution drugs (LDDs) and most (health insurance) payers in the nation; and a clinical model proven to lower total cost of care by 13%. In partnership with more than 70 health systems across the country through national-scale collaboration, ShieldsRx has a vested interest in delivering measurable clinical and financial results for health systems. For more information, visit [shieldsrx.com](https://shieldsrx.com).







**Billings Clinic Specialty Pharmacy**

(406) 657-4545

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[billingsclinic.com/specialtypharmacy](https://billingsclinic.com/specialtypharmacy)



**ACCREDITED**

Specialty Pharmacy  
05/01/2025

