

Welcome

Welcome to UVA Specialty Pharmacy. Thank you for choosing us to serve as your specialty pharmacy provider. In this packet, you will find information about our operations and services, contact names and numbers, and how we ensure the safe and effective use of your medications.

As an experienced specialty pharmacy provider, UVA Specialty Pharmacy staff understands that your medical condition is complex and requires special care to ensure smooth coordination with your medical provider and your insurance company.

Our personal care plan created just for you includes:

- Working with your insurance company for approval and coverage of your medication
- Financial assistance, if needed
- Refill reminders
- Home delivery
- Access to our pharmacists **24 hours a day, every day of the year**

Getting Started

After seeing you in clinic, your healthcare provider will send your prescription to us. We will work with your insurance company on your behalf to get approval and coverage for your medication. We will also look for any extra cost savings through copay or financial assistance programs to make sure you get your medication at the lowest out-of-pocket cost possible.

Learning About Your Medication

One of our specialty pharmacists will talk with you about your medication and answer any questions you have. We're happy to talk with you in person or over the phone. Please feel free to call us any time you have questions about your medication at **434.297.5500**. We have a specialty pharmacist on call 24 hours a day, every day of the year.

Hours and Locations

You can pick prescriptions up at two locations:

UVA Specialty Pharmacy

UVA Research Park
1725 Discovery Dr., Suite 200
Charlottesville, VA 22911
434.297.5500 | 800.251.3627

Hours: Monday-Friday 8:30 a.m.-5 p.m.
Closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and day after, and Christmas Day

UVA Pharmacy Lee Street

Education Resource Center
1240 Lee St.
Charlottesville, VA 22903
434.924.2390

Open 24 hours a day, every day of the year
Free parking in Lee Street Garage



Services Offered

UVA Specialty Pharmacy provides access to clinical pharmacists and pharmacy technicians in a variety of specialty areas. Currently, we offer care in cancer, cardiology, cystic fibrosis, endocrinology, gastroenterology, hepatitis C, HIV, multiple sclerosis, rheumatology, and transplant.

Getting Started

After seeing you in clinic, your provider will electronically send your prescription to UVA Specialty Pharmacy. We will begin the process of onboarding you into our service.

Benefits Investigation

Our team of experts will navigate your insurance plan and request that they cover your medication. This process usually involves a prior authorization, or PA. Once approved, we will secure any copay assistance or other financial assistance programs available to get you the lowest possible cost for your medication.

Clinical Support

A specialty pharmacist will provide you with education on your medication and answer any questions you may have about your therapy plan either by phone or during your clinic visit. If you have questions after hours, you can call our on-call specialty pharmacist.

Prescription Delivery

Our team will ask how you would like to receive your medication. You may pick it up in person or have them delivered to your home at no charge.

Refill Reminder

We will give you a call several days to a week before your next refill is due and arrange delivery or pick up.

Medications Not Available at UVA Specialty Pharmacy

Sometimes your health plan will not allow UVA Specialty Pharmacy to fill your medication. Your insurance company may mandate that your prescription come from another pharmacy provider. When that happens, we will work with you and your provider to inform you of your options and ensure that you receive your medication.

Billing

UVA Specialty Pharmacy will send a claim to your insurance company for your medication. Based on your health plan, you may still owe a portion of the cost (copay). You will be responsible for paying your copay when ordering your medication or refills. We will let you know the exact amount that you need to pay.