

## Norton Specialty Pharmacy Patient Services

Specialty medications delivered with  
personalized care





Norton Specialty Pharmacy is conveniently located in East Louisville and is pleased to provide advanced pharmacy services to patients needing specialized medications. We strive to provide care and assistance to improve the lives of patients taking high-cost or complicated medications. We offer free medication delivery to anyone living in Kentucky and Indiana.

## Our services

### *New prescriptions*

Your provider will send a prescription to our pharmacy when your treatment is determined, or we will work with your provider to obtain a new prescription upon request. We also can transfer your prescription from another pharmacy upon request.

### *Refill reminders*

A member of our team will contact you several days before a refill is due, so you don't run out of medication. If you need a refill before we contact you or need to check on the status of a refill, call **(502) 559-1310** or toll-free **(866) 616-8088**. We are available after hours for urgent situations.

### *Medication delivery*

We offer several ways to get your prescription to you. You may pick it up in person at the pharmacy, or we can ship it to you at no additional charge. We also offer delivery directly to your provider's office if the medication is to be given by a nurse during your appointment.

### *Medication access*

We have access to or keep in stock a wide variety of specialty medications. If we are not able to obtain your medication, we will work with you, your health care team and/or another pharmacy to ensure you get the medication you need.

### *Generic substitutions*

The pharmacy follows applicable laws and regulations regarding generic substitutions. We will dispense the lowest-price generic drug in stock that is therapeutically equivalent to the drug prescribed by your provider, unless you or your provider do not approve.

### *Prescription transfers*

Using Norton Specialty Pharmacy is optional. If you would like to use another specialty pharmacy, call us and we will assist with the transfer of your prescription.

Sometimes insurance requires the use of another pharmacy. In these cases, we will notify your prescriber and ensure a prescription is sent to the new pharmacy. You also may ask the prescriber to send a new order to your chosen pharmacy.

## Additional services

### *Patient management*

Upon receiving a prescription from your health care provider, our pharmacy team will ask if you want to enroll in an individualized specialty medication service called Patient Management Services. Enrollment in this service is optional, and you may opt in or out at any time. This service helps you manage your medication schedule and side effects, and better follow your treatment plan. Patient Management Services are provided to you at no additional cost.

### *Clinical support*

A trained specialty pharmacist will explain your medication in person or by phone. Our pharmacists also will collaborate with your doctor to optimize your specialty medication therapy. This support includes, but is not limited to, avoiding drug interactions, monitoring labwork if needed, and resolving other medication-related issues. Our pharmacists are available 24 hours a day if you need to report a suspected medication-related issue.

### *Support tools and products*

Our team will provide tools and products to help you succeed with your medication. These include pill reminder boxes, personalized medication calendars, patient education sheets, disposal containers and other supplies.

### *Interpreter services*

Effective communication is essential for safe, quality care. Norton Healthcare provides medical interpreter services at no cost. This helps ensure we can communicate with those who do not speak English, are deaf or hard of hearing, or have other communication challenges. Be sure to share your preferred language or mode of communication with the pharmacy.



## Financial services

### *Prior authorization*

Insurance companies often require additional information before specialty drugs will be covered. This is called prior authorization. Our pharmacy team will work with your insurance company and provider to obtain prior authorization approval.

### *Insurance billing*

Norton Specialty Pharmacy will bill your insurance company. However, you may have to pay a portion of the medication's cost, which is called a copayment or coinsurance. You will be responsible for paying your copayment when you order your medication or refill. You will always be informed of the exact amount that you are responsible to pay for your prescription. If this amount is not affordable, we offer financial assistance.

### *Financial assistance*

In some cases, the copayment for a specialty medication may be unaffordable despite an insurance company paying most of the cost. Our team will work with you and available financial support resources to possibly lower your drug therapy cost.

#### *Payment options*

If you have a copay or any balance after financial assistance, we accept all major credit cards. We also accept cash, personal checks, and flexible spending or health savings account cards.

For additional information, visit [NortonHealthcare.com/SpecialtyPharmacy](https://www.nortonhealthcare.com/specialtypharmacy) or scan the QR code.



## Contact us

Norton Specialty Pharmacy  
2700 Stanley Gault Parkway, Suite 103  
Louisville, Kentucky  
(502) 559-1310 or (866) 616-8088 (toll free)  
[NortonSpecialtyPharmacy@nortonhealthcare.org](mailto:NortonSpecialtyPharmacy@nortonhealthcare.org)

## Hours

Monday through Friday, 8 a.m. to 6 p.m.  
Closed on major holidays

### *After hours*

A pharmacist is on call after hours for medication support. If you need to reach a pharmacist after hours, call one of the numbers above and follow the prompts to leave an on-call message. In case of an emergency, call **911**.

Thank you for choosing Norton Specialty Pharmacy for your medication needs.

*The products and/or services provided to you by Norton Specialty Pharmacy are subject to the supplier standards contained in the federal regulations shown at 42 Code of Federal Regulations Section 424.57©. These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). Upon request we will furnish you a written copy of the standards.*

*ECFR.gov*

