

## SPECIALTY PHARMACY SERVICES

Kaiser Permanente Washington Specialty Pharmacy works closely with our Washington region and Kaiser Permanente visiting members and providers to manage high-cost medications that require close supervision and monitoring for serious chronic conditions. These medications often have high out-of-pocket costs and require special storage and handling. Our focus on prescription effectiveness, patient safety, and cost stewardship is key to our management of specialty medications and all our pharmacy services.

With more than four million prescriptions dispensed annually, Kaiser Permanente Washington is widely recognized as a leader in pharmaceutical services. At the heart of our program is a team of specialty pharmacists and pharmacy technicians dedicated solely to managing the medications associated with your patients' conditions. We work together to optimize treatment outcomes and to help improve their quality of life.

### How you benefit

- Coordinated care, including monitoring for potential interactions
- Medication adherence support – we notify you if the patient is not adhering to their medication schedule
- Easy patient enrollment
- Benefits verification and prior authorization

### How your patients benefit

- Patient advocacy - Regular contact to evaluate adherence and coordinate monthly delivery of medications
- Financial assistance – We provide contact information for available assistance. If more cost-effective therapeutic alternative of a specialty product becomes available, we work with you and your patient to transition them to that product.
- Convenient refills, no shipping costs – We ship refills directly to the patient's home or they can pick up at our pharmacy
- Access –
  - Patients can reach us by phone from 8:30 a.m. to 5 p.m. Monday through Friday (except major holidays)
  - Send us secure messages online
  - Call our 24/7 Consulting Nurse Service at 1-800-297-6877 with any urgent medication concerns



### SUBMIT A REFERRAL

Referral forms are required for the following medications:

- [Hepatitis C](#)
- [Hizentra](#)
- [Hizentra sample program request form](#)

Please complete the applicable patient referral form and submit it via fax to us at 1-800-340-4230.

### CONTACT US

The specialty pharmacy team is available via phone, Monday through Friday from 8:30 a.m. to 5 p.m. (except major holidays), at 1-800-483-3945.

Prescriptions can be called in or faxed to us directly at 1-800-340-4230.