FREQUENTLY ASKED QUESTIONS (FAQs)

How do I contact Amber Specialty Pharmacy?

Please call us if you have any questions or concerns about your order status, copay amount, claims submissions and benefit coverage. If you have any adverse effects to the medication you were given, please contact your prescribing physician or your Pharmacist.

You can also reach out through the patient portal.

When is Amber Pharmacy open?

Hours of Operation: M-F, 7 a.m. - 7 p.m. CST and Sat. 8 a.m. - 2 p.m. CST.

A pharmacist is on-call 24 hours a day for emergency and clinical situations such as side effects and medication assistance.

Contact Information:

Amber Specialty Pharmacy

10004 S. 152 Street, Suite A
Omaha, NE 68138

PHONE: (888) 370-1724
FAX: (877) 645-7514

WEBSITE: www.amberpharmacy.com
EMAIL: info@amberpharmacy.com

How do I order a new prescription?

Your prescriber must send a valid prescription to our pharmacy via their preferred means (phone, e-scribe or fax). When a valid prescription is on file, you may call our pharmacy during regular business hours to place your order and schedule delivery.

Please note, there are certain insurance plans that will not accept phone-in prescriptions.

During business hours, you can call the pharmacy to speak with a staff member or to refill your prescription.

After hours, you can leave a message for the pharmacy staff requesting a medication refill or order your refills on the website at www.amberpharmacy.com. In your message, please include the name of your medication, your first and last name, address, date of birth, daytime phone number, and additional requested information per the voicemail recording.

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FAQs (Continued)

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

An employee will let you know if Amber Specialty Pharmacy is unable to fulfill the medication request. Suggestions and guidance on where the medication may be available will be provided upon request.

How long does it take to receive my prescription?

Our standard processing time at Amber Specialty Pharmacy is normally less than 24 hours. This does not include delivery time. If processing time is delayed longer than 24 hours, we will contact you to notify you of your options so you don't go without medication.

An Amber Specialty Pharmacy employee will immediately let you know if there are any issues that may delay fulfillment, such as prior authorizations or quantity limits imposed by your insurance company. Employees will work with you and your physician to secure your medications as quickly as possible. If your insurance company will not allow a prior authorization or quantity override due to unforeseen circumstances, an employee will help determine the best way to get the medication you require.

Medications are sent via USPS or FedEx. Priority Overnight is available or required for some medications.

Prescriptions are shipped Monday through Friday. Medication delivery is a complimentary service at no additional charge to you. Expedited shipping is available at an additional charge.

Some medications require your signature for delivery. A staff member will coordinate with you to schedule the most convenient delivery method to ensure your availability to sign for the prescription if required.

How do I refill my prescription?

Amber Specialty Pharmacy will call to schedule your refill order a week or so before you should run out of medication. If you run out of medication prior to the company contacting you, or you would like to go ahead and order your refill, please contact us, and have your prescription number(s) available.

Refills can be ordered 24 hours a day/7 days a week via the patient portal at www.amberpharmacy.com. See the website for more details. Inform Amber Specialty Pharmacy if you have run out of refills and would like a call to your physician to be made for a new prescription.

If you need your prescription immediately, you can request your order be expedited. If you cannot wait for a shipment, your prescription may be transferred to a local pharmacy. Amber Specialty Pharmacy will work with the pharmacy or your provider to obtain a prescription for the next time it is needed.

Contact Amber Specialty Pharmacy and the Patient Management Program of any insurance, address or health changes.

How do I transfer my prescription?

If you need to transfer your prescription to another pharmacy, please call Amber Specialty Pharmacy. Provide the name and phone number of the receiving pharmacy and one of our pharmacists will contact that pharmacy to complete the transfer.



How much will my prescription cost?

Prescription cost will vary depending on your insurance.

Because drug pricing can change on a daily basis, 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.

If you are unable to afford the out-of-pocket cost for your prescription, Amber Specialty Pharmacy will work to identify co-pay card assistance, patient assistant programs, or other support and/or financial assistance organizations. Visit our website to learn about Patient Assistance.

The cost may also vary depending on the quantity of medication. Your prescription will be filled for the amount of medication that the physician prescribes. Please be sure to advise your physician to prescribe for the maximum amount/days' supply allowable by your insurance coverage (days allowed may vary by plan).

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. Benefits Coordinators can assist you in determining and understanding your options. Visit our website to learn more about these services.

How can I pay for my prescription order?

Amber Specialty Pharmacy accepts all major credit cards, checks, or money orders. Amber Specialty Pharmacy's convenient online patient portal makes it easy to manage and make credit card payments. To create an account, go to www.amberpharmacy.com. You can mail checks or money orders to 10004 South 152nd Street, Omaha, Nebraska, 68138. Please do not mail cash.

How can I safely dispose of my medications?

Visit the website below to view a list of medications that can safely be flushed down the toilet or see the handouts given in the welcome packet:

www.fda.gov/Drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know

If your medication is not on this list, please see the documents included in this packet on how to properly dispose of your unwanted or expired medications.

You will be notified by an employee if there is a recall on your medication and given instructions on what to do.

PATIENT COMPLAINTS

After-Hour Services:

Personnel are available for emergency calls after normal business hours and during weekends and holidays, 24 hours a day, 7 days a week. A pharmacist is on-call 24 hours a day, 7 days a week if a call back response is needed. You may leave a message for non-urgent matters or refill requests at the normal business number at any time by following designated prompts.

Complaint Procedure:

1. You have the right and responsibility to express concerns, complaints or dissatisfaction about services you receive or fail to receive without fear of reprisal, discrimination or unreasonable interruption of services. Call, mail or email the Company and ask to speak with a Pharmacist or Pharmacy Manager during regular business hours. If you are calling outside of regular business hours, including weekends and holidays leave a voicemail. A company representative will return urgent calls in a timely manner. All other calls will be returned the next business day.
2. The formal grievance procedure of the company ensures that your concerns/complaints will be reviewed and investigated. Amber Specialty Pharmacy takes all patient complaints very seriously and we strive to resolve them in a timely manner. You will be notified by phone or in a written communication the outcome of our investigation should it not be resolved at the time of the initial pharmacy contact. All Medicare, Medicaid and insurance guidelines are followed.
3. If you feel the need to discuss your concerns, dissatisfaction or complaints with a party other than company staff, please file a complaint with the Board of Pharmacy or through the Company's accreditation organizations – URAC or Accreditation Commission for Healthcare (ACHC). Complaints can be made by phone, mail or online depending on the state's specific recommendations. For specific guidelines, check the state's website.

PATIENT COMPLAINTS (Cont.)

Alabama Board of Pharmacy
albop.com/ConsumerSvc.aspx
111 Village Street
Birmingham, AL 35242
(205) 981-2280

Arizona State Board of Pharmacy
Complaints must be completed online
pharmacy.az.gov/complaint
1616 W. Adams St., Suite 120
Phoenix, AZ 85007
(602) 771-2727

California State Board of Pharmacy
Complaints must be completed online or by paper
pharmacy.ca.gov/consumers/complaint_info.shtml
2720 Gateway Oaks Drive, Suite 100
Sacramento CA 95833
(916) 518-3100

Florida Department of Health
doh.state.fl.us/mqa/enforcement/enforce_csu.html
4052 Bald Cypress Way, Bin C75
Tallahassee, FL 32399-3275
(850) 245-4292

Georgia Board of Pharmacy
gbp.georgia.gov/georgia-professional-licensure-complaint-form
237 Coliseum Drive
Macon, GA 31217-3858
(478) 207-2440

Illinois Department of Financial and Professional Regulation
idfpr.com/admin/DPR/DPRcomplaint.asp
Division of Professional Regulation
Complaint Intake Unit
100 West Randolph Street, Suite 9-300
Chicago, IL 60601
(312) 814-6910

Iowa Board of Pharmacy
Forward pharmacy concerns to:
amanda.woltz@iowa.gov
pharmacy.iowa.gov/online-services/file-complaint
400 SW 8th St. Suite E,
Des Moines, IA 50309-4688
(515) 281-6674

Maine Board of Pharmacy
Forward pharmacy concerns to:
pharmacycomplaints.PFR@maine.gov
maine.gov/pfr/professionallicensing/complaint.html
35 State House Station
Augusta, ME 04333-0035
(207) 624-8620

Massachusetts Board of Registration in Pharmacy
mass.gov/orgs/board-of-registration-in-pharmacy
239 Causeway St., 2nd Floor Suite 200
Boston, MA 02114
(800) 414-0168

Mississippi Board of Pharmacy
Complaints must be filed in writing
mbp.ms.gov/Pages/Contact.aspx
204 Key Drive, Suite D
Madison, MS 39110
(601) 605-5388

Nebraska Department of Health and Human Services
dhhs.ne.gov/Pages/Complaints.aspx
402.741.2118
P.O. Box 95026
Lincoln, NE 68509-5026
(402) 471-3121

PATIENT COMPLAINTS (Cont.)

New York State Board of Pharmacy
Complaints must be filed in writing
Send to your regional address located on the form
Forward pharmacy concerns to:
conduct@nysed.gov.
www.op.nysed.gov/opd/complain.htm
1-800-442-8106

North Carolina Board of Pharmacy
complaints.ncbop.org/Complaint/begin.aspx
P.O. Box 4560
Chapel Hill, NC 27515
(919) 246-1050

Pennsylvania Department of State
Complaint must be completed online
dos.pa.gov/Pages/File-a-Complaint.aspx
Professional Compliance Office
P.O. Box 69522, 2601 North Third Street,
Harrisburg, PA 17106-9522
(717) 783-4854

Rhode Island Board of Pharmacy
health.ri.gov/complaints/submit.php
3 Capitol Hill, Room 104
Providence, RI 02908
(401) 222-2837

Texas State Board of Pharmacy
pharmacy.texas.gov/consumer/complaint.asp
William P. Hobby Building
333 Guadalupe Street, Suite 3-500
Austin, TX 78701
(512) 305-8000

Virginia Board of Pharmacy
www.dhp.virginia.gov/PractitionerResources/Enforcement/FileaComplaint/
Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, VA 23233-1463
(804) 367-4456

West Virginia Board of Pharmacy
wvbop.com/public/complaint/compl.asp
232 Capitol St.
Charleston, WV 25301
(304) 558-0558

URAC:
(202) 216-9010; www.urac.org

ACHC:
(855) 937-2242; www.achc.org

What do I do in the event of an emergency or disaster?

If you are in a disaster area and need assistance with your Amber Specialty Pharmacy prescriptions, please call 888-370-1724. In order to avoid interruption in your therapy be sure to advise us of where to ship your medications to, if you are not in your home. Please notify us when we can resume shipment to your residence.

If you have missed a delivery, please notify us as soon as possible so that we can work with the carrier to attempt redelivery or reship the medication to avoid interruption in your therapy. If you cannot wait for a redelivery or new shipment, we will try to find a pharmacy in your area to transfer your prescriptions to for fulfillment.

If you miss a dose of your medication, do not double the next dose. Contact your pharmacist or doctor for advice and to work out a plan for your next dose. Talk to your pharmacist or physician about any concerns you might have.

For more information on general disaster preparedness, visit www.ready.gov.

Safety statement for our patients.

Your physician has prescribed the use of medication, supplies or medical equipment for your comfort and safety. It is essential that you use them safely and correctly to benefit. The following suggestions may be helpful for you to maintain safe use of these medications, supplies or equipment.

- Post important telephone numbers near the phone so they are handy in the event of an emergency.
- Only properly trained, responsible adults should have access to your medications, supplies or medical equipment.
- Always use all of the safety features associated with any supplies or devices provided.
- Needles and syringes must be disposed of properly and should not be thrown into the trash, even if they are placed in another container first. Refer to the instructions on your sharps container or the enclosed document for proper disposal.
- Do not reset, bypass, or cover alarms.
- Always use safety locks and make sure they are locked in position.
- Electrical devices should always be plugged into a properly grounded outlet.
- Keep medications out of the reach of children. Know your local poison control number or call 1.800.222.1222.
- If your pet has accidentally consumed one of your medications, call the Pet Poison Help Line at 1-855-764-7661.