

Dear Valued Patient,

Thank you for your recent order. Your Walgreens pharmacy shipped this medication to you. Walgreens will use the information you provided to bill your insurance. If you have additional out-of-pocket costs for your specialty medication that your insurance does not cover, Walgreens will call to let you know.

Enclosed is information on our Services, Therapy Educational Material, and a copy of the "Client's Rights and Responsibilities" for your records.

Your prescription plan's formulary, benefit design or payment programs, such as generic drug substitution, may affect your drug therapy. We will work with you, your doctor and health plan to find the best solution for you.

We offer the Walgreens Connected Care® patient management program at no cost to you and *your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt-out.* A specialty-trained member of our pharmacy will call you to talk about your condition and treatment plan. This provides benefits such as managing side effects, increasing compliance, and overall improvement of health. Limitation of the Connected Care® program include the following: patient must be willing to actively participate to gain benefits from the program, patient must adhere to prescribed drug therapy to gain benefits from the medication, patient must be willing to provide updates on their health status and Connected Care® consultations do not replace physician appointments.

Walgreens Specialty Pharmacy is available to help you 24/7. Please contact us toll free at 888-782-8443 if you have any questions about this letter, the documents enclosed, or are not satisfied. We can also answer questions about your medication, side effects, treatment plan, any of our services, or help you place an order or assist with an emergency medication need.

Thank you for the opportunity to serve you.

Sincerely,

Walgreens

February 2021

Client's Bill of Rights and Responsibilities

As a client of Walgreens, you have the right to:

- Be fully informed in advance about service/care to be provided, as well as any modifications to the care/service plan.
- Participate in the development and periodic revision of the plan of care/service.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed, in advance of care provided, of the charges, including payment for care/service expected from third parties and any charges for which you will be responsible.
- Voice grievances or complaints regarding treatment or care, or recommended changes in policy, staff, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Choose a healthcare provider.
- Have grievances or complaints regarding treatment or care that is (or fails to be) furnished investigated.
- Expect confidentiality and privacy of all information related to your care, as required by law.
- Be advised on Walgreens Specialty Pharmacy's Notice of Privacy Practices regarding the disclosure of clinical records.
- Receive appropriate care without discrimination in accordance with physician orders.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of your responsibilities.
- Receive information about the scope of services that Walgreens Specialty Pharmacy will provide and specific limitations on those services.
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement, as applicable to the service provided.
- Be able to identify the staff member with whom you communicate and their job title, and have the right to speak with a pharmacist or supervisor of the staff member if requested.
- To know about philosophy and characteristics of the patient management program.
- To have personal health information shared with the patient management program only in accordance with state and federal law.
- To identify the staff member of the program and their job title, and to speak with a supervisor of the staff member if requested.
- The right to speak with a healthcare professional, such as a pharmacist.
- To receive information about the patient management program.
- To receive administrative information regarding changes in or termination of the patient management program.
- To decline participation, revoke consent or become unenrolled at any point in time.

As a client of Walgreens, you have the responsibility to:

- Remain under a doctor's care while receiving services.
- Provide the pharmacy with a complete and accurate health history.
- Notify the pharmacy of any changes in insurance coverage.
- Provide all requested insurance and financial records.
- Sign the required agreements and releases for service and insurance billing.
- Participate in your care plan by asking questions and following instructions.
- Accept the consequences for any refusal of treatment or choice of noncompliance.
- Provide a safe home environment in which your care is given.
- Cooperate with your doctor and other caregivers.
- Assume responsibility for damaged, lost, or unreturned home medical equipment once in your possession.
- Notify the pharmacy of any problems or dissatisfaction with care.
- To submit any forms that are necessary to participate in the program, to the extent required by law.
- To give accurate clinical and contact information and to notify the patient management program of changes in this information.
- To notify your treating provider of your participation in the Connected Care patient management program, if applicable.

Additional Information

- Access to Medications
 - When medications are not available at our pharmacy, your insurance has changed, or our pharmacy is no longer in your prescription coverage network, we will discuss options with you. Generally, this will involve transferring your prescription to our Walgreens Central Fill Specialty pharmacy or one within your prescription coverage network that is able to dispense the medication. You will be notified by a pharmacy team member of the transfer and will be provided with the name and phone number of the pharmacy.
- Medication Access during Emergencies
 - We have a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, chemical spills in the community, hurricanes, tornadoes and community evacuations. Our primary goal is to continue to service your pharmacy needs. Please contact us regarding any medications you may require when there is a threat of disaster or inclement weather so that you have enough medications to sustain you. In the event of a disaster at our location, you will be contacted and services through another Walgreens Pharmacy to ensure access to your medication.
- Drug Substitution Protocols
 - From time to time, it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution.
- Evidence-Based Health Information
 - Our clinical staff members have access to clinical content for common conditions, diagnoses, treatment diagnostics and clinical inventions to better help you manage your condition throughout your therapy.
- Drug Recalls
 - In the event of a drug recall, that affects medications you are receiving from our pharmacy, a pharmacy team member will contact you and provide instructions on how to proceed.
- Proper Disposal of unused Medications
 - For instructions on how to properly dispose of unused medications, please contact our pharmacy for instructions or visit the FDA or DEA websites for additional instructions.
<http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>
<https://www.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1>
http://www.deadiversion.usdoj.gov/drug_disposal/index.html
- Checking your medication
 - It is important that you always verify your prescription label information to ensure it matches the instruction provided by your prescriber. If you have any questions, concerns, or suspect an error, please contact us immediately at the number on your label.
- Tips for Interacting with us
 - Our pharmacy hours of operation are available in our automated telephone system and our Walgreens.com website. We are also available 24/7 if needed.
 - Our automated phone system has voice command technology prompts to get you to the appropriate team member. Please speak slowly and clarify. If the system has problems recognizing your commands, it will provide touch-tone options or immediately direct you to a team member after a period of time.
 - Spanish speaking telephone prompts are also available by selecting the appropriate options.