Welcome to PRO-spectus Health Solutions, LLC

Your Guide to Our Pharmacy Services

PRO-spectus Health Solutions, LLC (PHS) is a licensed specialty pharmacy. This sheet explains the services we provide, what to expect, and how to reach us. Please keep this for your records; you can also find this information anytime at www.pro-spectus.com/phs-patientresources.

If you are experiencing a medical emergency, please dial 911 or head to your nearest emergency center.

What We Do

PHS dispenses specialty medications to patients across the United States as part of manufacturer-sponsored patient support programs. Depending on your prescription, this may include:

- Reviewing your prescription and confirming you qualify for the program
- Preparing and safely shipping your medication, including special handling for medications that need to stay cold
- Counseling from a pharmacist on how to use your medication safely
- Ongoing support if you have questions or a problem with a delivery

What This Will Cost You

There is no cost to you for this medication or service.
Your medication is provided at no charge through a manufacturer-sponsored patient assistance program. PHS does not bill your insurance or Medicare/Medicaid for this medication, and you will not receive a bill from us for it.

Your Eligibility

You've already been confirmed as eligible for this program by your care team. If anything about your eligibility ever changes, we'll let you know right away.

How to Reach Us

Pharmacy Hours	[Monday–Friday, 9:00 AM–5:00 PM CST] For urgent medication needs after hours, on-call pharmacist support is available, see "Talk to a Pharmacist" below.
Talk to a Pharmacist	If you have a medical emergency, call 911 or go to your nearest emergency room. Call (877) 877-5321. During business hours, you'll reach our pharmacy team directly. After hours, urgent calls are routed to an on-call pharmacist for immediate assistance. For non-urgent after-hours questions, leave a voicemail and we'll return your call the next business day.
Check Your Order Status	Call (877) 877-5321 or email pharmacy@pro-spectushealthsolutions.com. If your question is about billing or

	insurance or another concern unrelated to the pharmacy, please contact your designated care team member.
Your Shipping	PHS ships to patients anywhere in the United States, so wherever you are, you'll continue to receive your medication.

A Few Things to Know

- PHS is not currently in-network or out-of-network with any insurance plan, because we do not bill insurance for the medications provided through this program.
- This is your copy to keep. If you ever misplace it or need another one, visit our website or call us to request a new copy.
- The information in this document is reviewed regularly and updated as anything changes, and the most recent copy is always available on our website.

Managing Your Prescription

Here's what to know about how your prescription is started, refilled, or ever transferred, and how to get help. (For how to check your order status, see "Check Your Order Status" above.)

Ordering & Refills	You don't need to call us to place an order or request a refill. Your case management team coordinates with your prescriber and PHS to enroll you in the program and arrange each shipment on your behalf. If you have questions about an order or refill timing, call us at (877) 877-5321.
Transferring to Another Pharmacy	As part of this manufacturer-sponsored program, PHS fills and ships your medication at no cost to you while your insurance or benefit coverage is being determined. Once appropriate coverage is identified, we coordinate transferring your prescription to the appropriate pharmacy or benefit channel — you don't need to request this yourself.
If We Can't Fill Your Medication	If we're unable to fill or continue supplying your medication, we'll tell you right away and help you find another way to get it, such as referring you to another pharmacy or working with your care team.
Access During an Emergency or Disaster	If severe weather, a natural disaster, or another emergency disrupts your normal delivery, call us right away at (877) 877-5321. We will work with you on options such as an early refill or an alternate shipping address to help avoid an interruption in your medication.
Medication Recalls	If a medication we've shipped you is subject to a manufacturer or FDA recall, we will contact you directly with instructions, which may include returning or safely disposing of the affected product and how you will receive a replacement, if needed.
Disposing of Unused Medication	Follow any medication-specific disposal instructions provided with your prescription (see your Notice of Counseling). In general, do not flush medications unless specifically instructed to. You can find a take-back location near you at fda.gov/drug disposal or call us for guidance.

Side Effects or Adverse Reactions	If you experience a serious or life-threatening reaction, call 911 or go to your nearest emergency room right away. For any other side effect, call our pharmacist toll-free at (877) 877-5321 so we can help and report it as appropriate.
Reporting a Concern or Error	If you believe you received the wrong medication or notice any other problem, call us right away at (877) 877-5321 or email pharmacy@pro-spectushealthsolutions.com. See your Patient Rights & Responsibilities Statement for how we handle complaints, including how to contact the Texas State Board of Pharmacy.

Questions or Concerns?

We want to hear from you. Call or email us with any questions, concerns, or feedback about your pharmacy experience. For information on filing a formal complaint, see your Patient Rights & Responsibilities Statement.