LDI Specialty Pharmacy Services

YOUR SPECIALTY DRUG BENEFITS ARE CHANGING June 1, 2015!

Please read below for important information in order to avoid any disruption to your specialty medications.

Welcome to LDI Specialty Pharmacy Services
As a Drury University health plan participant, you will receive optimum specialty pharmacy care from LDI’s team of health care professionals. Together, the specialty care team coordinates care, precertification, payment, education, delivery, and follow up.

What are specialty medications?
Specialty medications are oral and injectable medications often used to treat chronic and rare illnesses. Many specialty injectable medications can be self-injected and require special training to learn how to administer the medication. Patients receiving specialty medications must be carefully monitored by their doctor and other health care professionals. These medications are expensive and not always available at retail pharmacies; therefore they are provided by specialty pharmacies.

How does LDI’s Specialty Program work?
LDI provides optimum specialty pharmacy care through our team of experienced and dedicated health care professionals. Our specialty health care management team coordinates all aspects of specialty medication fulfillment, including precertification, co-insurance and payment, delivery, education and follow-up. Team members include pharmacists, nurses and certified pharmacy technicians. Each patient is assigned to a clinical coordinator, who is their primary specialty contact. This allows LDI to meet each person’s individual specialty needs and ensures continuity of care.

Enrollment
LDI’s clinical coordinators oversee the enrollment process and gather referral information necessary to initiate the specialty medication fulfillment. They work directly with the physician, payor and pharmacy to obtain all information needed to authorize and fill your specialty medication.

Please call LDI Specialty Pharmacy at (866) 516-4121 upon receiving this letter to begin your enrollment process.

At that time, your clinical coordinator will discuss your plan’s coverage and coordinate delivery of your specialty medication. They will also provide any education and training needed for your specialty medication and answer any questions or concerns. Clinical pharmacists are always available to answer your questions and assist with your care.
LDI Specialty Pharmacy Services

*To ensure a smooth transition to LDI’s Specialty Pharmacy Program, LDI will obtain a new prescription from your physician prior to enrollment.

Fulfillment
Once LDI determines the specialty drug is covered under your plan, your clinical coordinator will collect any copayment or co-insurance due and set up delivery. Many specialty medications may have certain handling requirements, such as refrigeration. Because of the special handling required on these drugs, LDI uses an overnight delivery service. Your clinical coordinator will go over that information prior to delivery. Specialty medications may be delivered directly to the physician’s office or patient’s home. In the event of a disaster in your area, please contact your LDI clinical coordinator to make alternate arrangements for delivery. This will ensure that your therapy will not be interrupted. Each month your clinical coordinator will contact you approximately one week prior to the date your specialty medication is due for delivery. They will ask if you have had any changes to your medication therapy or experienced any side effects. If there are no issues or changes to your therapy, they will collect your copayment or co-insurance and set up delivery of your medication.

What if I have questions or concerns?
Your LDI clinical coordinator will provide you with their direct extension so you may contact them at any time during regular business hours with questions or concerns. LDI’s clinical pharmacists are also available to answer your questions. If you wish to speak with an LDI clinical pharmacist, simply let your clinical coordinator know and they will set up a time for the pharmacist to contact you.

Refills & Follow Up
Our clinical pharmacists are specially trained on the medication you are receiving and can provide valuable information about your therapy. Clinical pharmacists are available Monday through Friday from 8:30 am to 6:00 pm and Saturday 8:30 am to 1:30 pm central time.

Contact Information
Our specialty pharmacy is open Monday through Friday, 8:30 am to 5:00 pm central time. There is a licensed pharmacist available Monday through Friday from 8:30 am to 6:00 pm and Saturday 8:30 am to 1:30 pm. You may contact LDI Specialty pharmacy by calling (314) 652-4121 or (866) 516-4121.