

# FREQUENTLY ASKED QUESTIONS ABOUT NUTRITION DIRECT™ WITH GASTROADVANCED™ SUPPLEMENTS

It is not unusual to have questions. Here are some of the most common ones and their answers:

## **Q What are the benefits of enrolling in Nutrition Direct™ with GastroAdvanced™ supplements?**

**A** Nutrition Direct™ with GastroAdvanced™ supplements was designed to help give patients select nutritional supplements their healthcare provider recommends. It is convenient, too, because it delivers the supplements right to the patient's doorstep. Patients also receive additional support with the program, such as specialty pharmacy services, education materials, and auto-refills.

## **Q How do patients enroll in Nutrition Direct™ with GastroAdvanced™ supplements?**

**A** Patients are automatically enrolled through a simple prescription fax form. It is 3 easy steps: patients complete the top half of the form, the prescriber signs the prescription at the bottom, and the office faxes the completed form to ProCare PharmacyCare. Best of all, it is a one-time-only enrollment process. Patients do not have to register online or complete any additional paperwork.

## **Q My healthcare provider faxed the enrollment form to ProCare PharmacyCare. What are the next steps?**

**A** It is very important for patients to contact ProCare PharmacyCare within 24 to 48 hours to confirm ProCare PharmacyCare has all the information it needs to process the order.

## **Q Why are the last 4 digits of the patient's Social Security number required on the enrollment fax form?**

**A** The last 4 digits of the patient's Social Security number are needed to verify the patient's prescription drug insurance information.

## **Q What if patients do not want to include their credit card information on the enrollment fax form?**

**A** Patients are encouraged to complete all fields in section 1 of the fax form. Orders cannot be processed without the credit card information. ProCare PharmacyCare provides training and strict monitoring to safeguard patients' confidential information. If patients choose not to include credit card information on the fax form, they must contact ProCare PharmacyCare to provide this information.

## **Q The enrollment fax form asks for the prescription drug insurer. Is this the same as the name of the patient's health insurer?**

**A** Some patients have 1 medical card that contains both the medical and prescription insurance information. Other patients have 2 separate cards. The easiest way to identify if the patient has the correct card is to look for the "Rx BIN number." If the Rx BIN number is not on the card, then it is the incorrect card.

## **Q What if patients cannot find their prescription drug insurance card or cannot find their Rx BIN number?**

**A** ProCare PharmacyCare needs all the information from the prescription drug insurance card to process the order. If patients cannot find their card, they can call their current pharmacy where they have recently filled a prescription and ask the pharmacy for the information.

## **Q What if the prescription drug card has an Rx BIN number but does not have an Rx PCN number?**

**A** All prescription drug cards have an Rx BIN number. It is extremely important that this number is included on the enrollment fax form. However, not all cards have an Rx PCN number. If the Rx PCN number is not on the card, patients should only include the Rx BIN number.

## **Q What are the hours of operation at ProCare PharmacyCare?**

**A** ProCare PharmacyCare Client Services can be reached at 866-358-9900, Monday through Friday, 8:00 AM–8:00 PM Eastern Time, excluding major holidays. ProCare PharmacyCare can also be reached by fax at 855-802-1316.

## **Q When will patients receive their order in the mail?**

**A** After ProCare PharmacyCare has confirmed that it has all the required information, it will begin to process the order. Confirmed orders will typically arrive within 3 to 5 business days. While most medications are shipped within 48 hours from the time the order is received, this time frame allows for shipping as well as any unforeseen issues that may arise with the prescription.

**Q How do patients know if their order has shipped, and does the package require a signature for delivery?**

A If patients provided an email address on the prescription fax form, they will receive an email with tracking information. Patients can also call ProCare PharmacyCare to check on the status of their order. Packages do not require a signature.

**Q How does auto-refill work?**

A One of the benefits of Nutrition Direct™ with GastroAdvanced™ supplements is that orders are shipped directly to the patient's doorstep every month. Eligible patients may pay as little as \$0 per month.\* Once maximum benefit has been exceeded, the patient's credit card on file will be billed for the copay each month the medication refill is shipped. The auto-refill service can be canceled at any time if patients no longer wish to receive their shipment automatically every month.

**Q How much does shipping cost?**

A Standard shipping/handling is free of charge.

**Q How does ProCare PharmacyCare communicate with patients regarding any issues with their prescription order?**

A ProCare PharmacyCare will contact patients if it needs additional information or experiences any issues with the order. If patients receive a call from ProCare PharmacyCare, it is important they call back as soon as possible so there is no delay in processing the order. Patients can be assured they are speaking with a ProCare PharmacyCare representative and that their confidential information is secure.

**Q Will ProCare PharmacyCare notify patients if a copay is required prior to shipping?**

A Yes, patients are notified when maximum benefit is exceeded and copayment is required before shipment is made. Prescriptions are held until the patient approves this billing.

**Q What forms of payment are accepted?**

A Visa, MasterCard, American Express, and Discover are all accepted. Personal checks are not accepted.

**Q Are patients enrolled in government programs eligible for Nutrition Direct™ with GastroAdvanced™ supplements?**

A No. Nutrition Direct™ with GastroAdvanced™ supplements is not available for patients whose prescriptions are reimbursed in whole or in part under Medicaid, Medicare, Medigap, VA, DoD, TRICARE, or any other federal or state programs (such as medical assistance programs) or where otherwise prohibited by law.

**Q What should patients do if their address, credit card information, or insurance information changes?**

A Patients should notify ProCare PharmacyCare of all changes to their personal information, such as credit card, shipping address, phone number, prescription insurance provider, and email.

**Q How does ProCare PharmacyCare protect patient health information?**

A ProCare PharmacyCare complies with patient privacy regulations and requirements set by the Health Insurance Portability and Accountability Act (HIPAA). It provides training and strict monitoring in-service to safeguard patients' confidential information, and it adheres to the HIPAA standards in all aspects of its business.

**Q How does ProCare PharmacyCare protect patient credit card information?**

A ProCare PharmacyCare maintains physical, electronic, and procedural safeguards, in accordance with applicable state and federal standards, to protect personal financial information against risks such as loss, destruction, or misuse. These measures include computer safeguards, secured files and buildings, and restrictions on who may access personal financial information.

**Q Does ProCare PharmacyCare sell to or share patient information with third parties?**

A No. ProCare PharmacyCare does not sell to or share patient information with any third parties and conducts business practices specific to patient health information in accordance with HIPAA regulations.

**Q What do patients do if they no longer want to participate in Nutrition Direct™ with GastroAdvanced™ supplements?**

A To discontinue participation in the program, contact ProCare PharmacyCare at 866-358-9900.

\*Patients may redeem this offer ONLY when accompanied by a valid prescription. Offer is valid up to a maximum benefit of \$130. Offer is not valid for patients whose prescriptions are reimbursed in whole or in part under Medicaid, Medicare, Medigap, VA, DoD, TRICARE, or any other federal or state programs (such as medical assistance programs) or where otherwise prohibited by law. Offer is not valid in VT or where prohibited in whole or in part. This offer may be amended or ended at any time without notice.