

## **Practice Provided Medications**

The Men's Health Center at Urology of Indiana takes prides in providing world-class urologic and Men's Health care. Although most major insurance plans cover our clinic visits, many of the medications we use are either extremely difficult to obtain via insurance or simply aren't covered. This reality often leads to delays in care and significant frustration for both patients and our team.

In order to provide the best experience possible, we are pleased to offer medication directly through our practice on a cash-pay basis. This avoids many of the above-mentioned pitfalls associated with the insurance-pay model while providing affordable high-quality medication shipped directly to your door.

If you are receiving this handout, it means that one or more of your prescribed medications are being provided through our practice. The following handout explains how to obtain your medication in addition to answering some commonly asked questions.

### **How do I pay for my script?**

Within 2 business days of your clinic visit, you will be contacted by a member of our team. Make sure to check your voicemail in case you miss our call. If you have not received a call within that time (ex. your visit was on Tuesday, but you haven't received a call by Friday morning) please reach out to us at **(317) 807-1265**.

Our team member will confirm the details of your script, your phone number, address, and other pertinent personal information prior to collecting payment. You will frequently be given the option to purchase the amount of medication your desire. Please keep in mind, if your next appointment in is 6 months but you only purchase 2 months of medication, you will need to call back to purchase refills as needed until your next appointment.

### **What are the next steps following payment?**

Following payment, your script will be submitted to one of our mail-order fulfilling pharmacies. Depending on the pharmacy and medication, you may be contacted once more by the pharmacy to confirm some final details prior to shipment. Please pay attention to any missed calls, voicemails, or text messages. In most cases, you will be provided with tracking information within 24 hours.

## **What if I need help learning how to use my medication?**

Many of the medications we commonly use are injectable, require refrigeration, or necessitate special preparation and handling. If you have any questions regarding your medication, please reach out to our nursing team at **(317) 564-5104**. We are happy to schedule a teaching visit to instruct you on proper medication handling, administration, and storage. Please note that certain medications including HCG, FSH, and most injectable medications for erectile dysfunction require refrigeration after being reconstituted. It is clinic policy that all men receiving a first-time script for intracavernosal injections attend a teaching visit as a safety measure. Urology of Indiana is not responsible for medication that is lost, damaged, or rendered unusable through improper handling. All sales of medication are considered final and are not eligible for refund under any circumstances.

## **How do I refill my medication?**

If you require a medication refill prior to your next appointment, please call us at **(317) 807-1265**. Keep in mind that it takes time to submit, process and ship your order. As such, we recommend that patients reach out to us at least 2 weeks prior to their current script running out.

## **What if I miss my follow-up appointment and need a refill?**

The decision to refill medication after a missed appointment is made by your provider on a strict case-by-case basis. Often, the decision to not refill a certain medication may be out of your provider's hands. For example, testosterone is a schedule 3 controlled substance and by law the DEA requires all patients to have at least one clinic visit every 6 months in order to receive medication. If we are unable to refill your script, we will make arrangements for follow-up in clinic to reduce any gaps in care.

## **What if I want my medication transferred to a different pharmacy?**

If you would like for your medication to be sent to a different pharmacy (such as a local CVS or Walgreens) please let us know and we are happy to facilitate that when possible. Please keep in mind that many of the medications we use are not available at commercial pharmacies, so this may not be possible. Also, it is our clinic policy that we do not complete prior authorizations (PAs) for any medication. If your insurance company requests a PA prior to providing a medication through a commercial pharmacy, you will need to pay that pharmacy's cash price. This is commonly more expensive than the options we provide.