

## Frequently Asked Questions

### **Do you accept my prescription benefits coverage?**

Yes, in most cases. We process prescription claims with most major benefits providers, as well as Medicare Part B and Part D prescriptions, as appropriate. Some plans do require use of a mail order pharmacy for long-term prescriptions. We can help determine your best option.

### **Will it cost more to fill my prescription at NYOH?**

No, in many cases, it costs less. Retail pharmacies often require immediate payment and they may not be able to verify all coverage options, such as Medicare, supplemental plans, co-payment or assistance programs.

### **Do I have to fill my prescription at your office?**

No, you can fill your prescription at any pharmacy that accepts your benefits coverage. We offer this service as a convenience to our patients. Your choice will not affect your medical care at NYOH.

### **How long will it take to receive my medication?**

It may be available immediately. We fill prescriptions after verifying your benefits coverage and any co-payment assistance resources. Otherwise, we call to arrange pick-up or mail options and you can discuss your treatment plan with our pharmacy team.

### **When can I start using this service?**

Right away! Make sure we have your prescription benefits card on file and talk to your doctor or nurse. We take care of the rest and help every step of the way.

### **Why are you offering in office dispensing?**

We know it can be confusing and time consuming to deal with prescription benefits coverage. And our doctors know the sooner you start treatment and the more closely you follow your treatment plan, the better the outcome. At NYOH, we are committed to providing the best possible care and service for our patients.



# In-office dispensing

**Get your medications  
filled at our offices.**

**Patient Prescription Center:  
518-269-3080**

**NYOH** New York  
Oncology  
Hematology

[newyorkoncology.com](http://newyorkoncology.com)

**Albany • Albany Medical Center • Amsterdam  
Clifton Park • Hudson • Rexford • Troy**

▲ United in Healing with The US Oncology Network

**NYOH** New York  
Oncology  
Hematology

World class care. Close to home.



## In-office dispensing

For your convenience, New York Oncology Hematology is able to provide many prescriptions right in our office, saving time and often money:

- **Confirming prescription benefits:** We may ask to copy your benefits card to assist in confirming your insurance coverage and determining what prescriptions we can fill in our office.
- **Co-payment assistance:** We are also able to investigate co-payment resources such as patient assistance programs and manufacturer-funded programs.
- **Doctor communication:** Many patients find switching doses or prescriptions easier and faster because our pharmacists are only working with our patients and physicians.
- **Questions:** Talk with your doctor or nurse. Or, you can also call our Patient Prescription Center at: 518-269-3080.

## Your doctor will send your prescription to our In-Office Dispensing Center (518) 269-3080

Based on your benefits plan, we determine if we can fill your prescription.

### YES

If we can fill your prescription, you will be called to set up delivery or pick up. Patients have three options:

- 1 **Pick up next day at your NYOH office:** Our courier will deliver your medication the next day. Your co-pay is required at time of pick-up.
- 2 **Pick up same day at Albany/Patroon Creek location:** Your medication will be ready a few hours after your appointment at our Albany/Patroon Creek location. Co-pay is due at time of pick-up.
- 3 **Shipped FREE to your home:** We can arrange for shipment to your home. Payment must be made in advance, over the phone, via credit or debit card. Certain medications will require a signature.

**Refills:**  
We refill prescriptions about six (6) days before they are due, but CANNOT send automatically.  
YOU \*MUST\* SPEAK TO OUR STAFF TO VERIFY REFILL AND PROVIDE CO-PAY BEFORE WE CAN SHIP OR ARRANGE PICK UP.  
If you are out of a medication, call us directly at:  
**518-269-3080**

### NO

If we cannot fill your prescription (usually due to insurance limitations), an NYOH pharmacist will forward to the appropriate pharmacy, either:

- 1 **Local pharmacy:** Your local pharmacy will usually contact you when ready.
- 2 **Specialty (mail-order) pharmacy:** Some medications must be filled by a specialty pharmacy. If so, we will call to let you know where we've forwarded your prescription and they will contact you directly for payment and delivery information.

**Prior authorization:**  
If required, our team will obtain approval from your insurance company; usually in 2-3 days.

**Co-Pay Assistance:**  
If your co-pay is expensive or a hardship, our team will investigate alternatives, including patient and manufacturer assistance programs.

