



# PYRAMIDS

INFUSION • MAIL ORDER • SPECIALTY  
PHARMACY

## Pyramids Specialty Pharmacy

Address: 3569 Business Center Dr.

Suite 175, Pearland, TX 77584

Toll Free Phone: 888-489-0038

Toll Free Fax: 877-674-0389

Hours of Operation:

Monday-Friday: 8:30 am – 5:00 pm

Saturday and Sunday: Closed

## Pyramids Infusion Center

Address: 3569 Business Center Dr.,

Suite 130, Pearland, TX 77584

Toll Free Phone: 855-889-9964

Toll Free Fax: 855-889-9965

Hours of Operation:

Monday-Friday: 8:30 am – 5:00 pm

Saturday and Sunday: Closed

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

Revision 04/01/2022



Dear Patient,

Welcome to Pyramids Pharmacy. Thank you for choosing Pyramids Pharmacy as your pharmacy provider.

Pharmacy Highlights:

- Highly trained pharmacists are available to meet your pharmacy needs. Our pharmacy team will work with you and your care team to answer your questions.
- You can always reach a pharmacist and other staff during normal business hours.
- Licensed clinicians are available for **after-hours calls**, 24 hours per day, 7 days per week, and 365 days per year.
- You can receive a **refill reminder** when it's time to refill your prescriptions. You have the choice of being notified by phone, text, and/or emails.
- If you are in need of a refill, a pharmacy team member can **assist in contacting your providers** for a new prescription. The pharmacy team will work hard to make sure you never miss a dose of medication.
- There are several different **delivery options** available to you (some restrictions may apply).
- The pharmacy team can also **sync your medication** refill dates to reduce your number of pick-ups or deliveries.
- This is your pharmacy, so you should always feel welcomed and comfortable. The pharmacy team provides an environment that is sensitive to your cultural and personal diversity.
- Interpreting services for those speaking different languages are available. The pharmacy can offer easy-to-read patient materials or videos.

This welcome packet contains the following information about your pharmacy: locations, how to contact the pharmacy, services offered and other important information. Please review this information and keep it close by for future use.

Again, thank you for choosing Pyramids Pharmacy. We look forward to being a part of your healthcare team for years to come.

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## About Pyramids Pharmacy

Pyramids Pharmacy provides standard community pharmacy services. The pharmacy also provides many expanded services. The pharmacy team includes trained pharmacists, pharmacy interns, and pharmacy technicians. They can address your medication needs. The pharmacy team provides compassionate and understanding care to patients. The pharmacy strives to provide quality care to meet each patient's needs.

The pharmacy team knows that patients taking specialty medications have unique healthcare needs. Many people have questions that go beyond what a standard retail pharmacy can answer. The Pyramids Pharmacy team is trained in specialty care. The pharmacy team is ready to help you with your treatment. The pharmacy offers programs to help you get and take your medications on time.

## Pharmacy Location and Hours

Location	Pyramids Specialty Pharmacy I	Pyramids Infusion Center
Address	3569 Business Center Dr. Suite 175, Pearland, TX 77584	3569 Business Center Dr. Suite 130, Pearland, TX 77584
Toll-Free Phone	888-489-0038	855-889-9964
Toll-Free Fax	877-674-0389	855-889-9965
Email	sp@pyramidspharmacy.com	infusion@pyramidspharmacy.com
Escribe Name	Pyramids Specialty Pharmacy I	Pyramids Infusion Center
Hours	Monday–Friday: 8:30AM – 5:00PM Saturday: Closed Sunday: Closed	Monday–Friday: 8:30AM – 5:00PM Saturday: Closed Sunday: Closed

## Contacting Pyramids Pharmacy

Pharmacy team members, including the Patient Management Program team members, can be reached during normal business hours by:

- Telephone
- Fax
- Email
- Visiting a pharmacy location

During normal business hours, your team can answer any clinical, general and specialty medication questions, and disease-related questions. Your pharmacists can also provide you with evidence-based health information on medications or disease states. The pharmacy team can also assist you with refills, billing concerns, and any other questions you may have. Pharmacy team members are also able to discuss our Patient Management Program with you. It's important to provide your team with your full name and date of birth when contacting us. This helps ensure the pharmacy is providing correct and relevant information to the right person.

## **Advocacy and Support**

Your pharmacists are available to provide training, education and counseling on all of your medications. Your pharmacy team can utilize the pharmacy's extensive provider and care network to help connect you with other services. Examples of such services include:

- Support Groups
- Dialectical Behavioral Therapy (DBT)
- Behavioral Health Services
- Case Management

Contact the pharmacy to receive information on advocacy and support services.

## **Adverse Events or Side Effects**

Call 911 or go to your local emergency room in the event of a medical emergency. Contact our pharmacists, our after-hours service clinicians, or your prescriber if you experience any side effects or adverse events related to your medication. Some side effects or adverse events can be life-threatening. That's why it's important to notify us or your prescriber as soon as any side effects are noticed.

## **After-hours Service**

You may have questions come up outside normal business hours. An after-hours service is available that can answer your urgent, emergent and clinical questions. Call your pharmacy telephone number and follow the prompts to reach the after-hours service. The after-hours service is provided by SASDesk®.

## **Drug Recalls**

Recalls may be issued by the drug manufacturer or the FDA. Pyramids Pharmacy will contact you if a recall has been issued for a medication you may have received. The pharmacy will provide you with instructions on how to proceed. Please contact the pharmacy if you have any questions or concerns about a drug recall.

## **Emergency/Disaster Information**

Pyramids Pharmacy is prepared to address your medication needs in the event of local emergency or natural disaster. The pharmacy is able to work with our extended pharmacy network and other local pharmacies to ensure your prescriptions needs are met. So, if disaster strikes the pharmacy, our pharmacy network will work with you and other local pharmacies to get your prescriptions filled. This may result in a short delay. Pharmacy team members will work to ensure you have access to your medications as soon as possible. The pharmacy team can work with local pharmacies, suppliers and your prescriber to help you gain immediate access to your medications.

## **Filling New Prescriptions**

Your pharmacy team will work with you and your prescribers to make filling your prescriptions simple. Prescriptions can be accepted in the following formats:

- Via electronic prescribing, fax, and phone from your prescriber.
- Original handwritten prescriptions can be dropped off or mailed.

- Transfers from another pharmacy.

During your medical visit, you can also have your prescriber ecribe or fax your prescription to the pharmacy. The pharmacy team can then start processing it before you leave your appointment. Your pharmacy team will work with you, your prescriber, and your insurance provider to find a resolution to any issues that may come up.

## **Financial Help**

Your pharmacy understands that finances are a big concern when taking a specialty or infusion medication. Pharmacy team members will work to get your medication at the lowest possible price. The pharmacy team will work with you, your insurance, the drug manufacturer and other foundations to find help. Pharmacy team members are continually working to keep your specialty or infusion medications affordable. Your team members may need you to provide financial information to see if you qualify for help. For more information about financial help, please contact Pyramids Pharmacy.

## **Financial Responsibilities of Patients**

The pharmacy team will let you know your cost before dispensing your medication. Patients are responsible for the final out-of-pocket costs, deductible costs, and any copayment/co-insurance charges remaining for any service provided. If Pyramids Pharmacy is out-of-network with your insurance company, the pharmacy team will let you know how much the services will cost you before performing them. The service or fill will only be completed after you review and agree to the cost.

## **Holiday Closings**

The pharmacy will be closed on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

## **Medication Disposal**

There are two safe and appropriate methods to dispose of medication. For your safety and privacy, Pyramids Pharmacy strongly recommends removing prescription labels before disposing medication.

The preferred method is to take the medication to a drug take-back box or community take-back event. Pyramids Pharmacy has a drug take-back box in its pharmacy waiting areas. You can drop your unused and unwanted medications for destruction in the secure take-back box. Deposited medications are destroyed by a professional company. Drug take-back boxes and event dates are often available at local police and fire stations. Please contact your local police or fire station for availability.

The FDA website details an alternative way to dispose of medication. The FDA recommends that you remove medications from “their original containers and mix them with an undesirable substance, such as used coffee grounds, dirt or kitty litter. This makes the drug less appealing to children and pets, and unrecognizable to people who may intentionally go through the trash seeking drugs. Place the mixture in a sealable bag, empty can, or other container to prevent the drug from leaking or breaking out of a garbage bag.” More information can be found on the FDA’s website: <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>

## **Medication Synchronization**

Making more than one trip to the pharmacy or waiting to receive multiple packages can be inconvenient. The pharmacy can match the refill schedule of all of your medications so they are available at one time. The pharmacy can also contact your prescribers for refills when you are low on medications. This can help ensure your prescriptions are available for you when it is time for a refill.

## **Medication Substitution Procedure**

Pyramids Pharmacy will always use the most cost-efficient option for you. Generic medications are often preferred by insurance companies. When available, the pharmacy will default to using a generic to save you money. The pharmacy will use the brand name medication at your or your prescriber’s request. All generic substitutions are approved by the U.S. Food and Drug Administration (FDA). If you would prefer a brand name medication, please let the pharmacy team know before filling your prescription.

## **Patient Bill of Rights and Responsibilities**

Pyramids Pharmacy strives to provide the finest care possible. As a patient receiving services at Pyramids Pharmacy, you should understand your rights and responsibilities.

### ***Your Rights:***

1. To select those who provide you with Durable Medical Equipment (DME) and pharmacy services.
2. To receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex/gender, race, religion, ethnic origin, gender identity, sexual preference or physical or mental handicap.
3. To have property and person treated with kindness, courtesy, consideration and respect by each and every individual representing Pyramids Pharmacy
4. To be free from mistreatment, neglect or abuse, be it physical, verbal, sexual or mental. This includes injuries of unknown source and misappropriation of patient property.
5. To assist in the development, revision and preparation of your plan of care that is designed to satisfy your current needs as best as possible.
6. To be provided with adequate information from which you can give your informed consent for commencement of services, including other healthcare professionals that provide care and the frequency of visits, the continuation of services, the transfer of services to another health care provider, or the termination of services. You are entitled to receive information about the scope of services the organization provides as well as any specific limitation on those services.
7. To express concerns, grievances, or recommend modifications to your DME and pharmacy services, without restraint, interference, coercion or fear of discrimination or reprisal. You may also recommend changes in policy and personnel.

8. To refuse care or treatment after the consequences of refusing care or treatment are fully presented.
9. To be able to identify visiting personnel members through proper identification.
10. To have complaints investigated regarding treatment or care that is (or fails to be) furnished or lack of respect of property.
11. To request and receive current, evidence-based information relative to your condition, treatment, alternative treatments, risks and/or side effects related to treatment, or care plans.
12. To receive treatment and services within the scope of your plan of care, efficiently and professionally, while being fully informed as to Pyramids Pharmacy's policies, procedures, limitations to service and charges or fees for which you may be responsible.
13. To request and receive data regarding treatment, services, or costs thereof, privately and with confidentiality. The costs for which you may be responsible can be provided orally and/or in writing.
14. To be given information as it relates to the use of, changes to and disclosure of your plan of care and clinical records.
15. To have your plan of care remain private and confidential, except as required and permitted by law.
16. To receive instructions on handling drug recalls.
17. To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI); PHI will only be disclosed in accordance with state and federal law, including disclosure of PHI with regard to the Patient Management Program.
18. To receive information on how to access support from consumer advocates groups.
19. To receive pharmacy health and safety information to include consumer's rights and responsibilities.
20. To know about philosophy and characteristics of the Patient Management Program
21. To have Personal Health Information (PHI) shared with the Patient Management Program only in accordance with state and federal law.
22. To identify the program's staff members, including their job title, and to speak with the staff member's supervisor if requested.
23. To speak to a health professional.
24. Be informed of any financial benefits when referred to an organization
25. To receive information about the Patient Management Program.
26. To receive administrative information regarding changes in or termination of the Patient Management Program.
27. To decline participation, revoke consent or dis-enroll from the Patient Management Program at any point in time.
28. To receive Advance Beneficiary Notice of Non-coverage (ABN) for any non-covered durable medical equipment or supplies.
29. To receive the Medicare supplier standards before receipt of durable medical equipment or supplies
30. To receive all warranty information pertaining to your durable medical equipment
31. To receive information about the products that the organization will provide and specific limitations on those products.

***Your Responsibilities:***

1. To provide Pyramids Pharmacy accurate and complete information regarding your past and present medical history, medication therapy and any other forms necessary to received services.
2. To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments.

3. To participate in the development and updating of a plan of care.
4. To communicate whether you clearly comprehend the course of treatment, administration of treatment, and the plan of care.
5. To comply with the plan of care and any clinical instructions provided by Pyramids Pharmacy to help achieve therapeutic success and positive clinical outcomes.
6. To accept responsibility for your actions and potential outcomes thereto if refusing treatment or not complying with the prescribed treatment and services.
7. To respect the rights of Pyramids Pharmacy's personnel.
8. To maintain any equipment provided.
9. To notify both your treating physician and Pyramids Pharmacy with any potential side effects and/or complications related to medication therapy.
10. To notify Pyramids Pharmacy of any concerns about care or services provided.
11. To notify Pyramids Pharmacy staff via telephone or email when your in-home medication supply is running low so refills may be processed promptly for either pick-up or delivery. You should contact Pyramids Pharmacy staff for a refill no later than 5–7 days before running out of medication.
12. To submit any forms that are necessary to participate in the program to the extent required by law.
13. To give accurate clinical and contact information and to notify the Patient Management Program of changes in this information.
14. To notify your treating provider/physician of your participation in the Patient Management Program, if applicable.
15. To notify Pyramids Pharmacy of any changes to your insurance policy or plan.

## **Patient Management Program**

Pyramids Pharmacy believes you should have high quality, affordable care that improves your health. You should play an active role in your healthcare plans and decisions. You should also be educated on your conditions and treatments. The Patient Management Program is designed to help you get the most out of your medications.

Pyramids Pharmacy offers a unique Patient Management Program to help you get the best possible results from your specialty medications. This program will help you understand your medication and disease state. Each team member is trained to ensure the best possible service and confidentiality through the program.

All patients receiving a specialty medication will be automatically enrolled in this program. When you receive a new medication, your pharmacy team may ask questions to verify your understanding of the medication. The questions help the team ensure you take your prescription safely and appropriately. Your pharmacists are available to discuss your new medication and answer any questions. The team will also follow-up with you to ask about your treatment. If the pharmacy notices that you are a little late picking up your medications, a pharmacy team member may reach out to make sure everything is okay. The pharmacy team wants to make sure you have not stopped or that you are not out of the medication. Your pharmacy wants to help you manage any side effects, help you take your medication, and make sure you are comfortable with your medications. Team members can create individualized care plans to help you reach your goals and achieve positive results.

Call your Pyramids Pharmacy Team during regular business hours to speak with someone about the Patient Management Program. A team member will be available to help you answer any questions you may have about the program. A supervisor will be available during normal business hours to address any questions or concerns if needed.

If you decide you don't want to be enrolled in the Patient Management Program, please speak with a pharmacy team member and they can assist you with opting out. Please note: if you decide to opt-out of this program, you can always re-enroll at any time by contacting one of the pharmacy team members.

Program Benefits	Program Limitations
<ul style="list-style-type: none"> <li>• To help you access your specialty medications</li> <li>• To help you meet your therapy goals</li> <li>• To help you manage your conditions</li> <li>• To help make sure you take your medication the right way</li> <li>• To identify and prevent side effects</li> </ul>	<ul style="list-style-type: none"> <li>• Your willingness to tell us about changes</li> <li>• Your willingness to ask questions</li> <li>• Your willingness to ask us for help</li> <li>• Your willingness to participate in your plan of care</li> </ul>

### Pharmacy Limitations and Potential Delays

Pyramids Pharmacy cannot dispense all medications. The pharmacy team will work with you, your insurance, and your prescriber to help find a pharmacy that will provide these services or medications.

The pharmacy cannot dispense:

- Medications denied by your insurance
- Medications requiring further tests
- Medication dictated by insurance to be filled by the insurance's pharmacy
- Limited distribution network medications not available
- Medication on back order or off the market

The pharmacy is dependent upon medication being supplied from manufacturers. There may be times when the pharmacy is unable to obtain a specific medication. The pharmacy team will work with suppliers, your prescribers, and other pharmacies to help minimize any delay in getting your medication. Delays may occur when medications are delivered to the pharmacy or directly to you. The team will find the best way to minimize any delay. Please contact your pharmacy team immediately if you don't receive a delivery when expected.

### Pharmacy Transfers

Pyramids Pharmacy can transfer most prescriptions from other pharmacies. The pharmacy team can contact another pharmacy to transfer and fill your medication with Pyramids Pharmacy. The pharmacy can also transfer prescriptions to other pharmacies or Pharmacy Benefit Managers (PBM). Legal limitations may apply.

The pharmacy team will let you know if your insurance coverage changes. Sometimes you may be required to change medications or pharmacies. If a medication is not available at Pyramids Pharmacy, the pharmacy team can transfer your prescription to a pharmacy that is able to

supply it. Your pharmacy will assist with any required changes so you can continue to get your medication.

## **Prior Authorizations and Appeals**

Prior authorization is a process insurance companies use to ensure that you're taking preferred medications. Insurance companies often require either step-therapy or other approval to pay for certain medications. Obtaining approvals can be time consuming and stressful. Your pharmacy will work to keep this process as quick and stress-free as possible. The pharmacy team will quickly submit the necessary information to your prescriber or insurance provider. It is likely that your prescriber will have to contact your insurance. The pharmacy team will follow-up regularly until a final insurance decision is made. It is possible that your insurance or prescriber may change the prescribed medication instead of pursuing the approval. A pharmacist will discuss any changes in medication with you. At no point will Pyramids Pharmacy change your prescription without approval from your prescriber.

You may disagree with your insurance's decision to deny coverage of a medication. If allowed by your plan, the pharmacy can work with you and your prescriber to help start an appeal. For more information about help with your appeal, please contact your pharmacy team.

## **Questions/Comments/Concerns/Complaints**

If you have any questions about your pharmacy or any of the services provided, please contact your Pyramids Pharmacy Team. The pharmacy team is available during normal business hours to handle your comments, questions, and concerns. It is important for you to call immediately if you suspect any medication errors. The pharmacy will address your concerns as quickly as possible. Your safety and health is the pharmacy's top priority.

The pharmacy team appreciates your feedback. You can always contact your pharmacy team with your concerns. Your pharmacy team will handle your concerns professionally and privately. You can call or stop in to tell your pharmacy about your concerns. You may also fill out the form attached to the back of this packet to submit your complaint in writing. Email or send the form to your Pyramids Pharmacy. You may also visit [PyramidsPharmacy.com](http://PyramidsPharmacy.com) to locate a complaint form located on our website. The pharmacy takes all complaints seriously and will work to find a resolution. You may also file complaints with ACHC via their website at <http://achc.org/contact/complaint-policy-process> or via phone at (855) 937-2242. Texas Board of Pharmacy complaints can be filed via phone at 800-821-3205 (option 5) or via their website at <https://www.pharmacy.texas.gov/consumer/complaintForm.asp>.

## **Refill Reminders**

The pharmacy team understands the challenges of refilling and getting prescriptions from a pharmacy. This is why Pyramids Pharmacy offers refill reminders. The pharmacy team can call, email, or text you when it is time for your refills. You can speak to any pharmacy team member about picking up your prescriptions, or possible delivery options.

## **Requesting Refills**

Contact the pharmacy for a refill 5 to 7 days before running out of your medication. This will allow the pharmacy team to make sure you have refills available and the medication is in-stock.

You can request refills by:

- calling the Pyramids Pharmacy that manages your prescriptions
- entering a refill request on the website at [PyramidsPharmacy.com](https://PyramidsPharmacy.com), or
- responding to Pyramids Pharmacy calls for refill authorization

Call the pharmacy during normal business hours to find out the status of your prescriptions or refill date. Your pharmacy team can also provide you with options to get your medications on time and all together each month.

## **Return Policy**

Pyramids Pharmacy abides by state and federal laws. These laws prohibit the return of any dispensed prescriptions to the pharmacy. Please contact the pharmacy if you have any questions about the return policy.

## **Sharps/Needle Disposal**

It is important to follow all local, state, and federal laws about sharps/needle disposal. You can obtain a sharps container at your pharmacy. Contact the pharmacy or your provider to find out about local laws and recommendations for safe and appropriate disposal of sharps.

## Supplemental Information

### Home Safety Information

Here are some helpful guidelines to help you keep a careful eye on your home and maintain safe habits.

#### Medication

- If children are in the home, store medications and poisons in childproof containers and out of reach.
- All medication should be labeled clearly and left in original containers.
- Do not give or take medication that were prescribed for other people.
- When taking or giving medication, read the label and measure doses carefully.
- Know the side effects of the medication you are taking.
- Throw away outdated medication by mixing medications with dirt, cat litter, or used coffee grounds. Place mixture in a container such as a sealed plastic bag and place in trash.

#### Mobility Items

When using mobility items to get around such as canes, walkers, wheelchairs or crutches you should use extra caution to prevent slips and falls.

- Avoid using walkers, canes or crutches on slippery or wet surfaces.
- Always put the wheelchairs or seated walkers in the locked position when standing up or before sitting down
- Wear shoes when using these items and try to avoid obstacles, soft and uneven surfaces.

#### Slips and Falls

Slip and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home.

- Arrange furniture to avoid an obstacle course
- Install handrails on all stairs, showers, bathtubs and toilets.
- Keep stairs clear and well lit.
- Place rubber mats or grids in showers and bath tubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath or dizziness.
- Wipe up all spilled water, oil or grease immediately.
- Install good lighting

#### Lifting

If it is too big, too heavy, or too awkward to move alone - GET HELP. Here are some things you can do to prevent low back pain or injury:

- Stand close to the load with your feet apart for good balance.
- Bend your knees prior to carrying the load
- Keep your back as straight as possible while you lift and carry the load.
- Avoid twisting your body when carrying a load.
- Plan ahead - clear your way.

### **Electrical Accidents**

Watch for early warning signs of electrical accidents such as overheating, a burning smell, or sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents.

- Keep cords and electrical appliances away from water.
- Do not plug cords under rugs, through doorways or near heaters. Check cords for damage before use.
- Extension cords must have a big enough wire for larger appliances.
- If you have a broken plug outlet or wire, get it fixed right away.
- Do not overload outlets with too many plugs.

### **Smell Gas?**

- Open windows and doors.
- Shut off appliance involved
- Don't use matches or turn on electrical switches.
- Don't use telephone - dialing may create electrical sparks.
- Don't light candles.
- Call your gas company from a neighbor's home to report the suspected leak.
- If your gas company offers free annual inspections, take advantage of them.

### **Fire**

Pre-plan and practice your fire escape. Look for at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke detectors. They are your best early warning. Test frequently and change the battery every year.
- If there is oxygen in use, place a "No Smoking" sign in plain view of all persons entering the home.
- Do not allow ashtrays or toss matches into wastebaskets unless you know they are out. Wet down first
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar.
- Keep paper, wood and rugs away from area where sparks could hit them.
- Be careful when using space heaters.
- Follow instructions when using heating pad to avoid serious burns.
- Check your furnace and pipes regularly. If nearby walls or ceilings feel hot, add insulation.
- Keep a fire extinguisher in your home and know how to use it.

### **If you have a fire or suspect fire**

- Take immediate action per plan - Escape is your top priority.
- Get help on the way - with no delay. CALL 9-1-1.
- If your fire escape is cut off, close the door and seal the cracks to hold back smoke. Signal help from the window.

## Medicare DMEPOS Supplier Standards

As your supplier of DMEPOS, Pyramids Pharmacy will adhere to the following standards:

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.

16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

## **Respiratory Hygiene**

Pyramids Pharmacy's primary concern is your wellbeing. Here's some information that can help you and your loved ones prevent respiratory infections.

### ***For Patients with COPD and Asthma:***

Lungs of patients with COPD & asthma can be sensitive to irritating substances in the air such as:

1. smoke
2. exhaust fumes
3. strong perfumes
4. cleaning products
5. paint
6. dust
7. pollen
8. pet dander
9. air pollution

Extreme hot and cold temperatures can also irritate the lungs of those with COPD and asthma.

### ***Ways to Avoid Irritants:***

1. Ask those in your area not to smoke.
2. Request smoke-free hotel rooms and rental cars when traveling.
3. Avoid underground parking garages when possible.
4. Avoid high traffic or industrial areas that may have high levels of smog.
5. Avoiding perfumes, scented lotions, and other highly scented products.
6. Use cleaning and painting products in well-ventilated areas.
7. Wear a mask or cover your mouth and nose while cleaning, dusting, vacuuming, or working in the yard.
8. Use zero or low VOC (volatile organic compounds) paint in your home.
9. Regularly change filters in air conditioner and furnace units.
10. Use a dehumidifier to keep moisture content in the air down
11. Keeping pets out of the house, especially if you wheeze.
12. Use an exhaust fan when cooking to remove smoke and odor.
13. Remain indoors during times of poor air quality, high pollen counts, or extreme humidity.
14. Wearing proper outerwear and face covering during cold weather.

### ***To Prevent Infections:***

1. Avoid having visitors with cold or flu symptoms.
2. Keep your house clean and free from excessive dust.
3. Keep your bathrooms and sinks free from mold and mildew.
4. Avoid construction sites, if possible, or wear protective masks.
5. Avoid exposure to irritants whenever possible.

### ***Equipment Care:***

1. Keep all breathing equipment clean according to the manufacturer's recommendations.
2. Do not let others use your medical equipment including your oxygen cannula, metered dose inhaler (MDI), MDI spacers, nebulizer tubing, and mouth pieces.
3. Replace any worn out or damaged equipment.
4. Use equipment only as recommended by your physician and the manufacturer.

## **The Importance of Handwashing**

We want to encourage you to use the best healthcare practices for a healthier life. Here is some helpful information about handwashing to keep you and those around you safe.

The Centers for Disease Control (CDC) has stated that clean hands are one of the most important aspects to reducing the spread of bacteria and viruses.

### ***When to Wash Your Hands:***

1. Before, during, and after food preparation.
2. Before eating.
3. After using the restroom.
4. After changing diapers or cleaning an individual who has used the restroom.
5. After blowing your nose, coughing, or sneezing.
6. After touching garbage.
7. After touching an animal or pet, animal food/treats, or animal waste.
8. Before and after caring for someone who is sick.
9. Before and after treating a cut or wound.
10. Before and after using medical equipment such as blood testing supplies and breathing machines.

### ***How to Wash Your Hands:***

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the back of both hands, between your fingers, and under your fingernails.
3. Scrub all parts of your hands for 20 seconds. To make sure you have scrubbed for 20 seconds, hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands thoroughly under clean, running water.
5. Dry your hands using a clean towel or air dry them.

### ***Hand Sanitizers:***

1. Washing hands with soap and water is always preferred, but when soap and water are not available, the CDC recommends using hand sanitizers.
2. The hand sanitizer must contain at least 60% alcohol.
3. Alcohol based sanitizers can work to quickly reduce the number of microbes on the hands, but they do not remove all types of microbes.
4. If your hands are visibly dirty or greasy, hand sanitizers are less effective than soap and water.

### ***How to Use Hand Sanitizers:***

1. Apply the amount hand sanitizer listed on the bottle label into the palm of one hand.
2. Rub hand sanitizer over the entire surface of hands, fingers, and thumbs until your hands are dry.



## Customer Complaint Form

<b>Customer Name:</b>		<b>Date of Birth:</b>	
<b>Address:</b>			
<b>City:</b>	<b>State:</b>	<b>Zip:</b>	
<b>Phone Number:</b>	<b>Best Time To Contact (Circle One):</b> Morning                  Afternoon                  Evening		
<b>Email Address:</b>			
<b>Date of Complaint:</b>		<b>Employee(s) Involved:</b>	
<b>Description of Complaint:</b>			
(Please continue on back, if needed)			

**For Office Use Only:**

<b>Date Received:</b>	<b>Assigned To:</b>
<b>Resolution Description:</b>	
(Please continue on back, if needed)	
<b>Date of Resolution:</b>	<b>Date Patient Notified:</b>
<b>Further Action Required? YES NO</b>	<b>Signed:</b>