



## Talking Points for Patients: Specialty Pharmacy Mandates

### **Hospital Visits:**

Specialty pharmacy mandates could put my provider's office **[or infusion center]** out of business. If the infusion site where I receive my infusions **[or injections]** has to close its doors, my only other option is the hospital, where my medical bills will increase a lot. And, if the hospital no longer takes my insurance due to specialty pharmacy mandates, I won't be able to get my medication anywhere.

### **Timing:**

I get worried when I have to pay for my medicine before I receive it. If my weight changes, or if I am unable to receive my treatment for another reason, I still end up paying for the medicine. My infusion center can't use it for a different patient. This means I may pay hundreds **[or thousands]** of dollars for treatment I don't even use.

### **Cost:**

I am very worried about affording the cost of my medicine with specialty pharmacies. My infusion office works with me to find a payment plan that helps spread the cost of my treatment over time. Under specialty pharmacy requirements, they will not be able to offer a payment plan anymore.

### **Billing:**

The way that specialty pharmacies bill me is stressful. The specialty pharmacy does not always run my co-payment card before billing me, making it seem like I owe hundreds **[or thousands]** of dollars to them. This causes a huge strain on my household budget, and I am worried about being able to afford my medication in the future.

### **Delays:**

I have experienced delays in the processing and shipment of my medications using specialty pharmacies. These delays make my disease flare, forcing me to use more healthcare services such as visits to my doctor's office or the emergency room for medications or procedures to stabilize my condition. They also impact my ability to work, feed my family, and afford medical care.

### **Extra Steps:**

The specialty pharmacy model adds a lot of complex steps I don't always remember. Under a specialty pharmacy model, I have to make sure my medication was approved, ordered, paid for, shipped, and delivered before my appointment.