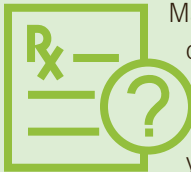


QUESTIONS ABOUT YOUR ORDER

Please contact us at (844) 431-7277 or by email at specialtypharmacy@pricechopper.com if you:

- Have any questions or concerns
- Would like the status of an order
- Have billing or claims information questions
- Have concerns regarding a potential error
- In the case of an emergency, disaster, or delay



Market 32 and Price Chopper also offers a Mobile Application, Mobile Text Alerts, and on-line access to allow you to easily manage your prescriptions, order and track refills, review your medication history, and more. If you would like to learn more, speak with one of our Patient Care Coordinators who can provide specific details.



PROVIDING FEEDBACK



Market 32 and Price Chopper Specialty Pharmacy strives to meet the needs of all our patients. We welcome feedback of all types, good or bad.

Please complete our Patient Satisfaction Survey rating your Specialty Pharmacy experience by visiting <https://www.surveymonkey.com/r/PCPharmacy>.

If you should have a complaint or grievance to submit regarding our services or your experience, you may do so at any time by contacting us directly at (844) 431-7277 or by calling our Consumer Services line at (800) 666-7667. If our organization cannot help solve your concern(s), then you may contact one of our accreditation partners ACHC at (855) 937-2242 or URAC by completing the grievance form found at <https://www.urac.org/file-a-grievance>.

ADVOCACY & SUPPORT



Our Pharmacy Team is happy to help provide assistance connecting you with local and national advocacy support including support groups, foundations and organizations. If you are interested in receiving this information, please call us at (844) 431-7277.

ADVERSE DRUG REACTIONS



If you should experience an emergent adverse reaction to your medication call 911 or your Prescriber. If your adverse reaction is not of an urgent nature, a Pharmacist is available to assist you, please call us at (844) 431-7277.

MEDICATION EMERGENCY PREPAREDNESS



How to prepare your medications for an emergency so you can decrease the risk of a life-threatening situation.

- 1. Make a list.** Keep a list of all your medications and the dosages in an emergency kit. Make sure you have the phone numbers for your doctors and pharmacies.
- 2. Have your card.** Keep your health insurance or prescription drug card with you at all times so your pharmacy benefits provider or health insurance plan can help you replace any medication that was lost or damaged in a disaster.
- 3. Order early.** During and after a disaster you may not be able to get your prescriptions refilled. Refill your prescription as soon as you are able so you can set aside a few extra days' worth in an emergency kit.
- 4. Storage matters.** Keep your medications in labeled, child-proof containers in a secure place that does not experience extreme temperature changes or humidity. Don't forget to also include non-prescription medications you might need, including pain relievers, cold or allergy medications, and antacids.
- 5. Rotate the date.** Don't let medications in your emergency supply kit expire. Check the dates at least twice every year.
- 6. Prioritize critical medicines.** Certain medications are more important to your health and safety than others. Prioritize your medications, and make sure you plan to have the critical medications available during an emergency.
- 7. Communicate a plan.** Talk to your healthcare provider about what you should do in case you run out of a medication during an emergency. If you have a child who takes a prescription medication, talk to their daycare provider or school about a plan in case of an emergency.
- 8. Plan ahead.** Make sure you know the shelf life and the best storage temperature for your prescriptions, because some medications and supplies cannot be safely stored for long periods of time at room temperature. If you take a medication that needs to be refrigerated plan ahead for temporary storage and administration in an emergency situation.
- 9. Check before using.** Before using any medication in your emergency kit, check to make sure the look or smell hasn't changed. If you are unsure about its safety, contact a Pharmacist or healthcare provider before using.
- 10. Missed Doses.** If you miss doses of your medication, contact a Pharmacist or healthcare provider as soon as possible. Never take additional doses to make up for those that have been missed.

Adapted from CDC Public Health Matters (<https://www.cdc.gov>) posted 10/16/2017.

ALWAYS DIAL
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FOR EMERGENCY
ASSISTANCE.

