



## Northwest Prescription Drug Consortium

*Integrating Solutions for Best Value*

<<Date>>

< First Name> <Last Name>

<Address>

<City, STATE> <Zip>

### **Re: Important specialty pharmacy network changes**

Dear <First Name>,

We are writing to let you know about an upcoming change to your pharmacy network. We are pleased to announce that beginning this summer your specialty pharmacy needs for the following medication(s) <<<drug name here>>> will be serviced closer to home by Ardon Health Specialty Pharmacy (Ardon).

Ardon is operating out of a state-of-the-art facility in Portland, Oregon. As a specialty pharmacy company, Ardon provides specialty medications such as injectable and oncology therapies, as well as clinical support services.

To help with the transition of this change, we are offering advanced notice providing you time this summer (July through September 30, 2014) to transfer your medications to Ardon. During this time, an Ardon patient care advocate will work with you to set up your account and establish your prescription to ensure no disruption in therapy. For the time being, you may continue to use Diplomat for your specialty medication needs. Moda will notify your prescriber of this change and will request a new prescription on your behalf, if necessary, to complete the transition.

We are committed to ensuring you receive the highest quality of care. We are excited to have Ardon available to help deliver this commitment to you through the use of caring, compassionate patient care advocates.

During the transition period, Ardon will call you to initiate the transfer of your specialty prescriptions from Diplomat. While there is nothing that requires your immediate attention, we ask that you let us know if your phone number has changed or if there is an alternate contact number you would like to provide.

<over>

Please note that the transition period will close on September 30, 2014. After this date, your specialty prescriptions must be dispensed through Ardon to be eligible under the exclusive specialty benefit. In light of the upcoming transition, we've outlined information below about next steps and what you can expect.

1. An Ardon patient care advocate will call you at the current phone number on file with Diplomat. The goal of this call is to enroll you, schedule your next refill, arrange for delivery, and coordinate the payment. If your contact information is not up to date, or if you would like to begin the enrollment process before you receive your call, please contact Ardon directly at the customer service number below.
2. You may choose the location for your delivery (i.e., home, physician's office, another location).
3. Needed supplies (syringes, needles, etc.) will be included at no extra charge.
4. Every month you will be contacted within 7-10 days before your prescription(s) run out so that you may arrange for your next delivery.
5. Ardon will provide education about your prescription(s), coordinate your specialty medication needs, contact your physician, and make your specialty pharmacy transition as easy as possible.

**Ardon Health**

855-425-4085

Hours of Operation

Mon – Fri: 8 a.m. – 7 p.m. PST

Sat: 8 a.m. – 12 p.m. PST

Closed Sunday and all major holidays.

[www.ardonhealth.com](http://www.ardonhealth.com)

If you have any questions about this change or the transition from Diplomat to Ardon, please call Moda Health Pharmacy Customer Service at 503-265-2911 or 866-923-0411.

Sincerely,

Moda Health Pharmacy Services