

MEDICATION SYNCHRONIZATION FREQUENTLY ASKED QUESTIONS

Q: What is Medication Synchronization?

A: Medication Synchronization is when a FreseniusRx pharmacist coordinates the refill of your medications so you can order them together and have them delivered at the same time to either your home or dialysis center. This reduces the number of shipments you receive and ensures you have the medications you need, when you need them. Participating in Medication Synchronization is free and offers benefits that include:

- A more convenient way to manage your various medications on the same date and as a single order.
- Peace of mind that you will have all the medications on file with FreseniusRx when you need them.
- Fewer calls you would need to make to FreseniusRx for medication refills.

Q: How does Medication Synchronization work?

A: Once enrolled in the program our pharmacy care team will review your ongoing monthly medications and develop a plan to synchronize your medications. The pharmacy care team will then create a single date for ordering. We will send you a text when it is time to refill your medication(s).

Q: Is there an additional cost or monthly fee for Medication Synchronization?

A: No, there is no additional cost to you to participate. The goal of Medication Synchronization is to provide for a more convenient way for you to order and organize your medications on an ongoing basis.

Q: Will all of my medications be included if I choose to participate in the Medication Synchronization program?

A: No, there are some medications that are not appropriate for Medication Synchronization such as ointments, eye drops, and medications with instructions to “take as needed”. Your kidney-friendly pharmacist will review all of your medications and confirm which ones will be synchronized.

Q: Will all my medications be the same quantity when I start with this program?

A: Some medications may require FreseniusRx to send a reduced supply to begin aligning your medications into a single shipment. If you do receive a reduced quantity of any medication, don't worry, your next refill will be for the complete supply and quantity.

For example, FreseniusRx has set your schedule for you to receive your medications on the 15th of every month. You have medication due for a refill on the 5th of the month for a 30-day supply. Instead of receiving a 30-day supply, FreseniusRx will send you a 10-day supply and then follow that up with a 30-day supply to align your medication with the 15th of every month.

Q: If my medication does not have the full quantity on the first fill in this program how much will I pay?

A: Any refills that require a reduced supply will also have a reduced copay based on the quantity dispensed, if applicable. For example, FreseniusRx reduced your 30-day supply to a 10-day supply to align your medication shipments. If your copay for a 30-day supply was \$30 (\$1 per day), then the copay for your 10-day supply would be \$10 (\$1 per day).

Q: Will my insurance cover Medication Synchronization?

A: Insurance coverage for Medication Synchronization varies depending on your insurance plan. Some plans may cover the service, while others may not. It's recommended to contact your insurance provider or a member of the pharmacy care team to inquire about coverage. If your plan does not allow for Medication Synchronization, we will make sure you are aware.

Q: Can I still make changes to my medications while participating in Medication Synchronization?

A: Yes, you can still make changes to your medications while utilizing Medication Synchronization. If you need to add a new prescription, modify, or discontinue a medication, inform us as soon as possible by calling 1-844-901-0274. We will adjust your synchronization schedule accordingly.

Q: What happens if I add a new prescription when my medications are already synchronized?

A: We will fill your new prescription and synchronize it to your established synchronization refill date. This means you will likely receive the initial fill as a separate prescription, however, it will be available to refill with your other synchronized medication(s) in your next order.

Q: Can I opt out or stop participating in the Medication Synchronization program?

A: Yes, you can stop or opt out of Medication Synchronization at any time. Simply call us at 1-844-901-0274 and let the team know your preference and they will assist you. It's important to note that stopping Medication Synchronization may require adjustments to your medication refill schedule. Your kidney-friendly pharmacist will communicate any changes.