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# Saint Thomas Health

Effective: 06/2016  
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 Owner: Jennifer Belue: Social Worker  
 Section/Dept: Dispensary of Hope  
 References:  
 Applicability: Saint Thomas Health  
 Saint Thomas\_Midtown Hospital  
 Saint Thomas\_Rutherford Hospital  
 Saint Thomas\_West Hospital

## Dispensary of Hope Application Process

### SCOPE:

### PURPOSE:

The Dispensary of Hope assists patients who are uninsured and have low income with getting the medications they need at little or no cost as part of Saint Thomas Health's' ministry of "Service to the Poor". Qualifying individuals can get brand name sample medications and donated generic drugs that are procured through a contract with the Dispensary of Hope Distribution Center at no cost. They can also get Safety Net medications and supplies for \$1 or \$3 co-pays.

### POLICY STATEMENT:

### DEFINITION(S):

**Proof of Income (POI)**- documentation that shows a patient's income (or lack of income) including current paystubs, tax return, Social Security statements, letters from employers, Food Stamp statement, letter of support, etc.

**Letter of Support**- a statement from another person who is supporting the patient, may include a letter from a shelter, recovery program, or halfway house

**Samples**- brand name sample medications or donated generic medications that are obtained from the Dispensary of Hope Distribution Center

**Safety Net**- list of medications and diabetic supplies that are purchased by the hospital and provided to qualifying patients for \$1 or \$3 co-pays, quantity limits may apply to some items

**Authorization form**- form allowing patient's file to be audited, if needed, to verify that patients who meet program criteria are receiving the samples and donated generic medications

### PROCEDURE/GUIDELINES:

Applications are completed by patients and then reviewed by pharmacy staff to clarify any missing or incomplete information. Patients also provide photo identification, proof of income or letter of support, and sign an authorization form. Staff verifies that patients income is less than 200% of the Federal Poverty

Level based on household size. Staff also screens patient's insurance status through Passport and Pharmaserv's insurance eligibility service.

Patients who have completed the application, have no insurance, and by self-report, meet the Dispensary of Hope financial criteria, are able to get covered prescriptions filled that day but are required to provide POI before any future medication fills.

Patient's may be required to apply for Patient Assistance Programs for sample medications that are in short supply. There may also be quantity limits on some sample medications so we can assist as many patients as possible. If a medication is not available to a patient as a sample or on the Safety Net, then the patient's physician may be contacted to change the prescribed medication to a covered drug.

Patients who have TennCare can access medications on the Dispensary of Hope Safety Net list but cannot get samples of medications. Medicare beneficiaries must enroll in a Medicare Part D plan, although they may get medications from the Dispensary of Hope for 30-60 days while enrolling in a Part D plan. Pharmacy intake staff or social worker can provide Part D enrollment period information as well as information on Extra Help with Medicare Part D and assist patients with applying for the Extra Help online if patient wishes.

**Social Service Discharge patients-** Qualifying Dispensary of Hope patients who are discharging from STHS hospitals are eligible for sample medications and their Safety Net co-pays are waived. If they have additional medications that are not on the Safety Net or available as Samples, then they can pay a charity cash price for them. Controlled substances are not part of the program but may be covered one time for post-operative or cancer pain.

## KEY WORDS:






## RELATED DOCUMENT(S):

Copies of Dispensary of Hope application, authorization form, Safety Net list of medications, patient information sheet, and 2016 financial criteria table are attached. Sample list of medications is not included since available medications can change almost daily.

All revision dates:

06/2016

## Attachments:

-  [Authorization form](#)
-  [DOH application- English](#)
-  [Financial criteria- 2016](#)
-  [Patient info sheet- English](#)
-  [Safety Net medication list](#)

	Committee	Approver	Date
		Jennifer Belue: Social Worker	05/2016
		Ashley Bennett: Pharmacy Supervisor	05/2016
		Ashley Jensen: Pharmacist - Retail	06/2016
		David Neu: Exec Dir Pharmacy	06/2016