

Questions about your medications? We have answers.

Our pharmacists are standing by 24/7, 365 days a year to answer any questions you have about your medications. Just call 800.850.4306 (TTY: 711) and ask for a member of the Care Team.

We've answered some common questions below, but we'll be happy to go into more detail over the phone, whenever you need additional information.

How can I find out the status of my prescription order?

Please call **800.850.4306** (TTY: 711) and ask for a Care Team member or email us at **mycareteam@biologicsinc.com**.

Our staff is ready to provide insight into your prescription status and anticipated delivery information.

How will my medication be shipped to me?

Biologics uses FedEx, the U.S. Postal Service and other shipping services. We track every package until it's delivered. Sometimes, shipments may be delayed for reasons we cannot control — bad weather or a truck breakdown, for instance.

We'll call you if we know a shipment is at risk of being late. Please call us at **800.850.4306** (TTY: 711) if you don't receive your medication on time. Our staff is available 24/7, 365 days a year to help you receive the medicines you need. In the unlikely event that we are unable to get your prescription to you, we will try to locate another pharmacy that can.

Where should I store my medication?

Recommended: A cool, dry place, like your bedroom or dining room.

Not recommended: The kitchen or the bathroom. Heat and humidity can make your medicines less effective.

What time of day is best to take my medicine?

That depends on the medication. Your Biologics pharmacist will tell you the best time. Take it the same time every day.

Should I take my medicine with water? Can I take it with orange juice or some other liquid?

Water is a neutral liquid that does not affect the medicine once it is in your body. Other liquids may change how the medicine is processed by your body. We'll tell you which is best for your medication.



Coffee or tea will not affect your “empty stomach” status.

What does it mean to take my medicine on an empty stomach?

Some medicines are more easily absorbed — and work better — if you take them one hour before meals or two hours after a meal. If this is the case in your situation, we'll let you know when we send your prescription. Don't worry about black coffee or tea — having some won't affect your medication or change your “empty stomach” status.

Are vitamins and herbal supplements safe to take with my medicine?

Not always. Some vitamins, herbal supplements, foods and over-the-counter drugs may affect or even weaken your medication. We recommend that you make a complete list of all medications and supplements you take and share it with your doctors, their medical staff and your Biologics pharmacist, and also ask about any other foods or supplements you should avoid.



Please call us with any questions about how to take your medications: 800.850.4306 (TTY: 711).

What should I do if I miss a dose of my medicine?

It depends on the medication. Some doses should be skipped and resumed the next day. Others should be taken as soon as possible, depending on when you remember you missed it. Your Biologics pharmacist is happy to guide you in the right direction. Just call a Care Team member at **800.850.4306** (TTY: 711).

What if I need to return my medication?

Ordinarily you're not allowed to return a medication. Exceptions: If the FDA recalls the medication, or if you receive an incorrect shipment. If either of those happens, we'll call you to tell you how to return the drug. If you have any questions or concerns, please call us at **800.850.4306** (TTY: 711).

How do I properly dispose of my medication?

Please: Don't flush them down the toilet or throw them away! They can become an environmental hazard. If you have leftover medications, ask your Biologics pharmacist for advice at **800.850.4306** (TTY: 711).

How will I get my medicine during bad weather, natural disasters or other emergencies?

Biologics will continue to operate even if a disaster — natural, or otherwise — strikes our home office in Cary, North Carolina. If circumstances call for it, we'll move to a new location to continue operations. No matter what happens, our phone and email will NOT change: **800.850.4306** (TTY: 711), and **mycareteam@biologicsinc.com**.

If a disaster strikes in your area and you need to evacuate your home, or you have another kind of emergency, let us know at **800.850.4306** (TTY: 711) and we'll swap in a new delivery address. We'll also try to contact you. If we're unable to reach you, we'll do our best to reach your doctor and emergency contacts (be sure to supply some on your profile page). We also monitor websites like FEMA.gov and RedCross.org for customer contacts, so register with them if you have to leave your home.

My doctor has prescribed additional medications that I can't get at Biologics — what should I do?

Biologics is a specialty pharmacy, so we only handle complex care therapies, like for cancer or rare diseases. For anything else, please contact your insurance plan to learn where you can get those additional medications filled.

What if I have other questions?

Call your Care Team at **800.850.4306** (TTY: 711) or email us at **mycareteam@biologicsinc.com**. We're here for you 24/7, 365 days a year. It's our job — our only job — to make sure you get the help you need. Don't hesitate to call or email. Put us on speed dial! Answers are at your fingertips.

