



## **Questions you should ask when “interviewing” a medication provider.**

1. Are you a preferred provider under my insurance plan?
2. What is your policy on co-pay and deductible costs? Do you have a financial assistance plan?
3. What are your hours of operation? Do you have a toll-free customer service line that is available 24 hours a day?
4. What is the standard delivery time (24 hours, 48 hours, etc.)?
5. What is your policy on emergency orders?
6. Do you have an emergency plan in place in the event of a natural disaster or other emergency?
7. Do you have an adequate supply of the product I need on hand and in the dose size I require?
8. Are all supplies and equipment needed for my treatment included with my order?
9. What is the cost per unit for my clotting factor?
10. What additional services do you provide? Nursing? Physical Therapy?
11. What is the cost for these services?
12. Will I receive copies of all billing invoices?
13. Do you participate in the Patient Notification System for product recalls?