



NATIONAL ASSOCIATION OF
SPECIALTY PHARMACY

Corporate Member of the Month

February 2021



**UMassMemorial
Health Care**

The Clinical Partner of UMass Medical School

Company Name: UMass Memorial Specialty Pharmacy
Located: UMass Memorial Medical Center in Worcester, MA
Number of Employees: 53
Type of Business: Health System Owned Specialty Pharmacy

What is your organization's mission and vision?

Our mission is to fully integrate with the patient's clinical care team to provide personalized care for patients arranging treatment for their complex medical conditions. From refilling prescriptions to dealing with insurance coverage to getting answers to medication questions, our SpecialtyRX will make providing care easier for patients and caregivers.

How does your organization impact the specialty patient care journey and help put the *special* in specialty pharmacy?

Our Specialty Pharmacy team is always available to serve you to help alleviate the daily stressors of chronic illnesses from prescriptions, insurance coverage and medical answers so you have a chance to focus on getting better. Our team of pharmacists and service representatives can educate you and support your therapy adherence as well as advocate on your behalf, such as by helping you with claims assistance and insurance issues.

How does your organization define success?

We define our success by how we develop a strong, trusting and long-lasting relationship with our patients that helps keep their morale high during difficult times. We want the best for our patients so any refill, insurance coverage or medical question we can solve is our reward.

What else would you like people to know about your organization?

Our pharmacy is in the hospital and our Specialty Pharmacy team is always available to serve you. Our team of pharmacists and service representatives can educate you and support your therapy adherence as well as advocate on your behalf, such as by helping you with claims assistance and insurance issues.

Who and how should other NASP members contact you to learn more about your organization?

<http://umsrx.com/>

The Corporate Member of the Month Spotlight program is designed to give our members the opportunity to provide a narrative on their business; the views, thoughts, and opinions expressed belong solely to the author, and do not necessarily reflect those of NASP.