

Frequently Asked Questions

What is a rare pharmacy?

A rare pharmacy provides lifesaving medications and credentialed services to patients facing rare and devastating conditions. These therapies are often costly and require added expertise in order to ensure optimal outcomes. Just as you see a specialized doctor to treat your chronic condition, your rare pharmacists are trained to specialize in these therapies.

Why can't I have these prescriptions filled at my local pharmacy?

Orphan medications require special attention – especially from your pharmacist. Rare pharmacists are trained in these complex chronic conditions and know how to best manage your care, from dosing, to side-effect management and more. That's why we offer 24/7 access to our team: to make sure that you receive the care you deserve.

What is the PANTHERx Patient Management Program?

The PANTHERx Patient Management Program is included at no cost to you and you are automatically enrolled as a patient of PANTHERx. You may opt out at any time by notifying a PANTHERx representative either verbally or in writing.

The benefits of this program include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance, and coordination of care with your physician when necessary.

Can I get all of my prescriptions through PANTHERx?

Our focus is to make sure that you receive the medications necessary to manage your chronic rare conditions. We recommend that you continue to utilize your local pharmacy for other non-specialty medications. We do request that you inform us of any changes to medications filled elsewhere, as they may potentially interact with your rare medications.

What if PANTHERx is 'Out of Network' with my insurance provider?

There may be instances where PANTHERx is not considered 'in network' with your insurance provider. If that is found to be the case, we will try to work with your insurance to provide the medication to you or will coordinate with you and your prescriber to transfer the prescription to a pharmacy that is in network with your insurance.

What if I want a prescription substitution?

If you would like information on substituting your prescription medication for a different brand or generic, please reach out to your prescribing physician or feel free to contact a PANTHERx pharmacist to determine if there is a substitution available.

What if I want another pharmacy to fill my prescription?

If you would like to transfer your prescription to another pharmacy, please contact PANTHERx at 855-PANTHERx (855.726.8479) to determine what pharmacies are able to fill your medication. Some medications can only be filled at PANTHERx or are only available at certain pharmacies. We will be happy to assist with the transfer process if possible.

How will I receive my medications from PANTHERx?

Our team will reach out to you each month to see how you are feeling and set up your next delivery of medications.

We use experienced carriers such as FedEx – at no additional cost to you – to ensure your medications are carefully shipped, and have designed our own "final mile" program to ensure you receive your shipment as promised.

How can I pay for my medications?

We accept check-by-phone, money orders and major credit cards, including: Visa, MasterCard, Discover and American Express. You may also request to be invoiced as part of your monthly shipment.

Since the out-of-pocket expense for these medications can be high, our team will work with you to ensure you have access to the care that is prescribed. Financial assistance programs are available and we can help you to enroll to offset the cost of your treatments.

What are your customer service hours?

Our team of pharmacists is available 24/7 at 855-PANTHERx (855-726-8479) or at www.pantherxrare.com.

How can I fill prescriptions through PANTHERx?

Call us today at 855-PANTHERx (855-726-8479). Our team will coordinate with your doctor's office and reach out to you to set up your shipment.

Who owns PANTHERx?

PANTHERx is owned by a leading investor consortium consisting of Nautic Partners, The Vistria Group, and General Atlantic.

What if PANTHERx cannot fill my medication?

If your prescription is not available to be filled at PANTHERx we will work with you and your prescriber to transfer the prescription to a pharmacy that can meet your needs.

What if my medication is recalled?

PANTHERx will contact you in the event that medication we dispense to you has been recalled. Please be sure to keep your contact information up to date so you can be reached in a timely fashion. If you have any questions about a recall, feel free to call PANTHERx.

What if I experience a side effect?

If you feel you are experiencing a side effect or adverse reaction, please call your PANTHERx pharmacist or your prescriber. If the event is serious or life threatening, please go to the nearest emergency room or call 911.

How do I report concerns to PANTHERx?

If you wish to contact PANTHERx to report a concern or service issue, please contact PANTHERx at 855-PANTHERx (855.726.8479) to speak to our pharmacists. If you would rather send the information to PANTHERx, a Patient Concerns/Grievance form is located on our website. The form can be submitted via fax or mail. You will be contacted within two business days from the receipt of the form to address and resolve the concern. As a partner in your care, PANTHERx team works diligently to provide the highest level service to you or your family member.

<https://www.pantherxrare.com/resource/patient-concerns-and-grievances-form>.