



## **Magellan Rx Management Voluntary Site of Service (SOS) Program**

### **Summary**

The Site of Service program is a service that may help make your drug infusion treatments more convenient. Living with a complex health condition can be challenging, and balancing your treatments with daily living activities can be time-consuming and complicated. That's why Fallon Health is partnering with Magellan Rx Management, an organization that specializes in managing specialty pharmacy infusion services. This partnership gives you access to a valuable, confidential service at no additional cost to you.

### **How does the Site of Service Program work?**

Magellan Rx identifies members receiving hospital-based infusion therapies from a set list of drugs that are considered to be safe to administer at an alternate site other than the outpatient department of your hospital. The Site of Service team then works with you and your provider to coordinate infusions at a convenient, high-quality, alternate treatment site or help set up in-home infusions with a trained registered nurse.

### **Home infusion therapy**

Infusion therapy is when medication is given through a needle or catheter into a vein. Home infusion therapy is when you receive this therapy at the comfort of your home. Many types of infusion therapies can be safely given in the home. These include antibiotics, nutrition support, pain medication, pre- and post-transplant therapies, and immune therapy.

Trained nurses will be available for your home infusion. Home infusion provides the same medication and equipment that you have from your current provider. The medication and nursing administration supplies are delivered to your home usually one to two days before the scheduled infusion administration. A registered nurse will remain with you during your infusion. After your therapy is completed, if your provider requests it, the home infusion provider will fax a written assessment to your provider so he/she is aware of your health and tolerance of the therapy.

## **Understanding and managing your treatment**

The Site of Service team is an educational resource staffed with registered nurses, experienced in injectable and infusion therapies. They are trained to help you understand your health condition, your medication therapy, and treatment plan and options.

The Site of Service team can provide real-time answers while helping members maximize plan benefits and/or minimize out-of-pocket expenses. Fallon Health and Magellan Rx aim to provide the best possible care at the most affordable price.

## **Is this a covered benefit for me?**

At the moment, this program is for Fallon Commercial and Medicaid (ACO) members only. The SOS Program is a voluntary service to assist the member in maximizing their benefits in the appropriate setting.

## **Questions?**

If you or your provider have any questions or would like to speak to a Magellan nurse care manager, please call 1-800-424-1762 (TRS 711), 9 a.m. – 6 p.m., Monday–Friday, or email [MRxMSOS@magellanhealth.com](mailto:MRxMSOS@magellanhealth.com).