

Phosphate Binders Chairside Talking Points for Clinic Staff

Effective January 1, 2025, dialysis patients covered by Medicare must obtain phosphorus binders directly from their dialysis provider (Northwest Kidney Centers Pharmacy).

Q: Which patients will be impacted by this change?

- This change impacts patients with Medicare as their primary insurance. For patients who have dual coverage they may want to check with their insurance provider to understand the impact based on their specific plan.
- You can ask your SW or RD to look this information up in Clarity or check under Registration-Insurance Information- Policies. If Medicare has a "1" as the precedence, then this patient will need to get their binders from NKC.

Q: What do patients need to do?

- Talk to their doctors about sending an updated prescription to the NKC pharmacy at the time of their next refill. The deadline for having all prescriptions moved to Northwest Kidney Centers is December 31, 2024.

Q: How does a patient refill prescriptions with NKC?

- Refill by phone using the voicemail refill line: 206-343-4125, available 24 hours a day
- Stop by our pharmacy at 700 Broadway, Seattle, WA 98122
- Use the order form on our website at www.nwkidney.org/refill-a-prescription/
- For general pharmacy questions, phone a pharmacist: 206-343-4870 or 1-800-947-8902

Q: How does a patient get prescriptions from NKC?

- In-center dialysis patients can have medications delivered to their dialysis unit or they can pick-up from the pharmacy at 700 Broadway
- Home Hemo and Peritoneal Dialysis patients will have medications mailed to their homes
- Patients living in skilled nursing facilities (SNF) will have medications mailed to their SNF

Q: Will the cost of binders change?

- Patients should not see an increase in cost but can call the Member Services number on the back of their insurance card to verify exact costs.

Q: If a patient has a question I can't answer, who do I direct them to?

- The dietitian in your unit