

# Know the Facts

## Getting Your Specialty Medication From a Specialty Pharmacy

Your doctor may prescribe you a specialty medication for your medical condition that you may need to get from a specialty pharmacy. To walk you through the process, here is some helpful information to let you know what you can expect.

### What are specialty medications?

Specialty medications are complex therapies that treat serious and chronic medical conditions, such as cancer, multiple sclerosis, rheumatoid arthritis, acromegaly, Crohn's disease, and others. These medications may require:

- Special handling and storage (for example, refrigeration or temperature control)
- Clinical support and regular follow-ups to make sure that you are taking your medication correctly
- Individual counseling and education by phone (for example, for side effect management, dosing instructions, or symptom control)

Generally, specialty medications are prescribed by specialists (such as oncologists, hematologists, or endocrinologists) and, depending on the drug, may come in the form of injections, infusions, or oral therapies.

### What are specialty pharmacies?

Specialty pharmacies provide you or your doctor with the specialty medications that you are prescribed. In addition to the specialty medication, specialty pharmacies may offer a range of support services throughout the course of your therapy. Below is a sample list of several of the services that specialty pharmacies may provide to you at no additional cost:

<b>REIMBURSEMENT SUPPORT</b>	Support with verifying your insurance benefits and how to pay for your medications, including discussing any options to help minimize your out-of-pocket costs
<b>CONVENIENT DELIVERY</b>	Safe, convenient, and confidential delivery of your specialty medication to your home, your doctor's office, or any other location of your choice, and at a time that best fits your schedule
<b>SUPPLIES</b>	Free, standard supplies for injection medications that you or a caregiver would use, such as syringes, adhesive bandages, sharps containers (for disposing used needles), and alcohol swabs
<b>SPECIAL STORAGE &amp; HANDLING</b>	Special handling and insulated packaging to ensure quality storage
<b>MEDICATION INFORMATION</b>	Medication information about the specialty medication prescribed to you, including personalized instructions on how to take your medication
<b>COUNSELING &amp; EDUCATION</b>	Nurses and pharmacists can help you learn more about your disease and treatment and provide you with educational materials and tools to help keep you on therapy
<b>24/7 CLINICAL SUPPORT</b>	Nurses and pharmacists are available to answer your questions 24 hours a day, 7 days a week
<b>REFILL REMINDERS</b>	Proactive refill reminders through automated phone calls or computer-based programs
<b>COORDINATION OF CARE SUPPORT</b>	Ongoing communication with your doctor to make sure that you are on track with your therapy



## What does this cost me?

When you use a specialty pharmacy, you will only be responsible for paying a portion of your medication's costs (through your insurance plan's deductible or coinsurance/copayment). In general, you do not have to pay any additional fees to the specialty pharmacy for the services they offer related to your therapy, since they are part of your insurance plan.

## What is the difference among specialty pharmacies, mail-order pharmacies, and retail pharmacies?

Specialty pharmacies and mail-order pharmacies send your medication directly to you, compared to retail pharmacies where you have to go to the store to pick up your medication. However, specialty medications often require specialized handling, storage, and administration support that mail-order pharmacies and retail pharmacies aren't able to offer—and these are things that specialty pharmacies are designed to handle. The table below describes the services you can expect from each type of pharmacy:

Service Offering	Specialty Pharmacy	Mail-Order Pharmacy	Retail Pharmacy
Direct delivery of medication to you	Yes	Yes	No
Patient assistance, insurance benefit verification, and other financial-review support	Yes	Yes	Yes
Specialized handling, storage, and administration support for complex medical conditions	Yes	Depending on complexity of the drug	No
Counseling and education about your disease and treatment	Yes*	Yes	Yes

\* Compared to mail-order pharmacy and retail pharmacy, specialty pharmacy provides more detailed and specialized counseling and education for diseases and medication management (e.g. oncology therapies).

## Why do I have to get my specialty medications through a specialty pharmacy?

Insurance companies recognize that patients who have complex medical conditions and take specialty medications may need additional services and support that traditional retail and mail-order pharmacies do not offer, so they work with you and a specialty pharmacy to provide you with more access to resources.

Depending on the terms of your specific insurance company, you may be required to receive your specialty medication through a specialty pharmacy. Sometimes, your specialty medication may only be available from a specialty pharmacy. Your doctor's office will be able to help you review your options.

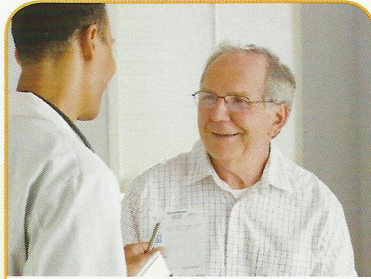
## How does a specialty pharmacy work with my doctor?

Your doctor will always be your primary healthcare provider, but your specialty pharmacy will also become part of your overall care team and can help answer any questions you may have about your therapy or provide other support, as needed.



# How do I get my medications through a specialty pharmacy?

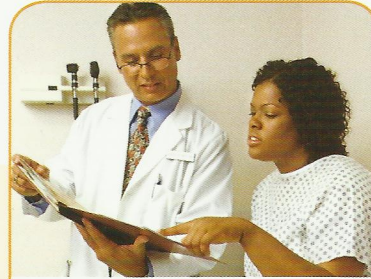
## Step 1



### Visiting the Doctor

Visit your doctor, discuss your symptoms, and complete any follow-up tests as needed

## Step 2



Your doctor may then discuss your diagnosis with you (most likely on a separate visit) and if needed, may prescribe a specialty medication

## Step 3



Your doctor's office staff (such as a reimbursement specialist, office manager, or physician assistant) may talk about your options and how you can receive your specialty medication

## Step 4



### Using a Specialty Pharmacy

Your doctor's office staff will help you determine which of following routes will be appropriate and help you navigate through it

### ROUTE 1

- Your doctor's office staff will help you complete a patient enrollment form that will be sent to the company that makes your drug (note: during your doctor's appointment, it may not be known which specialty pharmacy you will work with, and this information may be provided to you at a later time)
- Next, the drug company, together with your doctor's office, will contact the specialty pharmacy for you (to help coordinate your insurance benefits and, if needed, provide support by looking into copayment assistance options)
- Once your insurance is verified, then the specialty pharmacy works with you to schedule shipment of your specialty medication

### ROUTE 2

- Your doctor's office staff will send a referral to your insurance company (note: during your doctor's appointment, it may not be known which specialty pharmacy you will work with, and this information may be provided to you at a later time)
- Next, your insurance company will contact the specialty pharmacy for you (to help coordinate your insurance benefits and, if needed, provide support by looking into copayment assistance options)
- Once your insurance is verified, then the specialty pharmacy works with you to schedule shipment of your specialty medication

## Step 5



### Starting Therapy

After you receive your specialty medication, your doctor's office and specialty pharmacy may both contact you to see how you are feeling and discuss any barriers you might have with taking your therapy as prescribed. For example, they may call to ask you to discuss treatment goals, side effect management, any missed doses, or ask if you receive your drug shipments regularly, as well as answer any questions regarding your disease or treatment.

**IMPORTANT NOTE:** When your specialty pharmacy calls you, it is possible that you may not recognize the caller ID, as many of them use toll-free numbers. You may want to take note of your specialty pharmacy's caller ID number so you know when they call you, so that you can pick up.



## What do I need to do next?

Talk to your doctor about the best way to obtain your specialty medication and to decide if a specialty pharmacy is an appropriate option that is right for you.

If a specialty pharmacy is considered the appropriate option for you, then your doctor will talk to you about your specific insurance company requirements.

Your individual insurance company will dictate the specialty pharmacy that you can obtain your specialty medications from.

**IMPORTANT NOTE: In most situations, you will NOT have the option to choose which specialty pharmacy you can work with, since your health plan will require that you use a designated specialty pharmacy.**

Below is a sample list of specialty pharmacies that your insurance company may direct you to use in order to obtain your specialty medications:

Specialty Pharmacies		
Accredo	<a href="http://www.accredo.com/home.html">www.accredo.com/home.html</a>	1-877-222-7336
Advanced Care Scripts	<a href="http://www.acs-rx.com">www.acs-rx.com</a>	1-866-681-7131 1-877-985-6337
Aetna Specialty Pharmacy	<a href="http://www.aetna.com/pharmacy-insurance/healthcare-professional/specialty-medications/specialty-medications-index.html">www.aetna.com/pharmacy-insurance/healthcare-professional/specialty-medications/specialty-medications-index.html</a>	1-866-782-2779
Biologics Inc.	<a href="http://www.biologics.today.com/oncology-pharmacy/how-to-order.html">www.biologics.today.com/oncology-pharmacy/how-to-order.html</a>	1-800-850-4306
BioScrip	<a href="http://www.bioscrip.com/default.aspx">www.bioscrip.com/default.aspx</a>	1-800-444-5951
Century Specialty Script	<a href="http://www.specialtyscript.com">www.specialtyscript.com</a>	1-800-521-3949
CIGNA Tel-Drug	<a href="http://teldrug.healthcare.cigna.com/healthcare/teldrug/app/public/welcome.do">teldrug.healthcare.cigna.com/healthcare/teldrug/app/public/welcome.do</a>	1-800-835-3784
Commcare Pharmacy	<a href="http://www.commcarepharmacy.com">www.commcarepharmacy.com</a>	954-332-6170
CuraScript	<a href="http://www.curascript.com/content/index.htm">www.curascript.com/content/index.htm</a>	1-888-733-7376
CVS/Caremark Specialty	<a href="http://www.cvscaremarkspecialtyrx.com">www.cvscaremarkspecialtyrx.com</a>	1-800-237-2767
Diplomat	<a href="http://www.diplomatpharmacy.com">www.diplomatpharmacy.com</a>	1-877-977-9118
ICORE	<a href="http://www.icorehealthcare.com/icorehealthcare.aspx">www.icorehealthcare.com/icorehealthcare.aspx</a>	1-866-664-2673
OncologyRx Care Advantage	<a href="http://www.mycareadvantage.com">www.mycareadvantage.com</a>	1-888-479-6337
PharmaCare	<a href="http://www.pharmacare.us">www.pharmacare.us</a>	202-387-1600
Precision Rx Pharmacy	<a href="http://www.precisionrxpharmacy.com">www.precisionrxpharmacy.com</a>	405-418-2929
Prescription Solutions	<a href="http://www.prescriptionsolutions.com/RxSolWeb/mvc/home.do">www.prescriptionsolutions.com/RxSolWeb/mvc/home.do</a>	1-800-788-4863
US Bioservices	<a href="http://www.usbioservices.com">www.usbioservices.com</a>	1-888-518-7246
Walgreens Specialty	<a href="http://www.walgreenshealth.com/wagclient/consumer/index.jsp?sc_cid=optioncare_con_van">www.walgreenshealth.com/wagclient/consumer/index.jsp?sc_cid=optioncare_con_van</a>	1-888-782-8443
WellCare	<a href="http://www.wellcare.com">www.wellcare.com</a>	1-866-765-4385