Whether you administer your medication yourself, have a nurse come to your home, or go to your doctor’s office for your therapy, Walgreens Specialty Pharmacy can help you in many ways. It starts with the Care Team at our Specialty Pharmacy Customer Care Center. Once a medication is referred to us (by phone or fax), we contact you and help manage your prescribed therapy. From benefit coordination to medication management to confidential counseling, our experienced team of pharmacists, nurses, care coordinators, and insurance advocates is there for you.

Walgreens Specialty Pharmacy offers something most other specialty medication providers do not—additional choice and convenience. With more than 6,000 computer-linked retail pharmacies, in addition to mail service capabilities*, Walgreens Specialty Pharmacy is a welcome alternative to mail-service-only specialty pharmacies.

*As your insurance coverage allows.

Q. What are specialty medications?
A. Specialty medications are used to treat chronic (long-term), life-threatening, or rare diseases. In addition, specialty medications may:
  • Be given by infusion (intravenously [IV]), injection, or taken orally
  • Cost more than traditional medications
  • Have special storage and handling requirements
  • Need to be taken on a very strict schedule
  • Have support programs and services available to help patients receive optimal benefit from their medication

Q. What services does Walgreens Specialty Pharmacy offer?
A. Walgreens Specialty Pharmacy’s experienced pharmacists and nurses at the Customer Care Center are specially trained in complex health conditions and the latest medication therapies. Some of the patient-focused services include:
  • Coordinating with your doctor to offer optimal care
  • Compassionate support

continued on page 2
• Confidential counseling and answers to medication questions
• Educational materials
• Help in avoiding potential drug interactions
• Assistance with medication adherence and side-effect management
• Insurance benefit coordination

Q. How do I begin using these services?
A. The first and most important step you must take is to enroll with Walgreens Specialty Pharmacy. Call the Specialty Pharmacy Customer Care Center toll free at 866-823-2712, Monday through Friday, 8:00 a.m. to 7:00 p.m. EST. You will be asked to provide your personal, insurance, and prescription information, in addition to reporting any allergies or health conditions you have.

Q. Can I enroll or check my order status online?
A. You cannot enroll with Walgreens Specialty Pharmacy or check your order status online at this time, although this option may be available in the future.

Q. What do I do if I need to start taking my medication soon?
A. Walgreens Specialty Pharmacy has access to most specialty medications. A Care Team representative can coordinate with your doctor to have a new prescription faxed in, and then can coordinate a delivery date and time with you.

Q. Can Walgreens Specialty Pharmacy provide me with ways to obtain my specialty medication other than mailing it to my home?
A. Yes. We are unique in our ability to offer you more choice in accessing your specialty medications. Prescriptions can be picked up at any local Walgreens retail pharmacy (more than 1,600 open 24 hours a day) or mailed to any location you wish: home, workplace, doctor’s office, or vacation destination.*

Any way you choose, Walgreens Specialty Pharmacy is committed to getting your medications to you wherever and whenever you need them.

*As your insurance coverage allows.

Q. How much will my prescription order cost?
A. The cost of your prescription is based on your prescription benefit. Your Care Team representative will have your copay information and can discuss this with you prior to billing or sending your medication.

Q. How do I order a refill of my current prescription?
A. You can request prescription refills at the pharmacy counter or by calling the toll-free number on the label of your last shipment. For even greater convenience, you can take advantage of our free Refill Reminder service, in which a Care Team representative will contact you two weeks before you will need your next prescription refill.

Q. How are prescriptions shipped?
A. Each shipment is packaged securely and shipped in a tamper-evident package. To protect your privacy, the packaging does not indicate that medications are enclosed. All prescriptions are shipped next-day air and will require an adult’s signature.

Q. How does Walgreens Specialty Pharmacy ship temperature-sensitive prescriptions?
A. Walgreens Specialty Pharmacy packages temperature-sensitive prescriptions in insulated boxes, including cold packs, if necessary, to keep the medication at the proper temperature until it is delivered. There are also handling instructions included in the package with information on how to store the product.
Q. What can I do to prevent my prescription order from being delayed?
A. Alert the pharmacy of any changes in your prescription right away. If you think that it is getting too close to the date it is due and you have not heard from our Care Team to schedule your next delivery, call the toll-free number on the label of your last shipment.

Q. What is the maximum number of days of medication I can receive for any given specialty prescription?
A. The maximum number of days will vary according to what your benefit allows. You may check with your insurance provider to confirm, or a Care Team representative will be able to advise you of what your benefit allows.

Q. How can I obtain further information about my medication or condition?
A. The more you know about your health condition, the better you can successfully meet its daily challenges. That is why you may receive educational materials covering a variety of topics, from side-effect management to understanding what to expect from your therapy. Contact our Specialty Pharmacy Customer Care Center at 866-823-2712, Monday through Friday, 8:00 a.m. to 7:00 p.m. EST. For a wealth of information, including an extensive online health library, please visit www.WalgreensSpecialtyRx.com.

Important contact information
Catalyst Rx web site:
www.catalystrx.com

Walgreens Specialty Pharmacy
Customer Care Center:
866-823-2712
Monday through Friday,
8:00 a.m. to 7:00 p.m. EST