

Specialty Pharmacy Program

Specialty pharmacies fill prescriptions for complex medical conditions, such as hepatitis C, multiple sclerosis and hemophilia. Medicines handled by a specialty pharmacy include oral, inhaled, injected and infused drugs. These drugs often require complex care, a high level of support and specific guidelines for shipment and storage. The Specialty Drug Program is administered by CVS/caremark Specialty Pharmacy which offers a number of advantages to you and your doctor. In addition to specialty drugs, the Specialty Pharmacy Program will provide personalized pharmacy care management services including:

- Access to an on-call pharmacist 24 hours a day, seven days a week
- Medicine and disease-specific education and counseling through an assigned CareTeam™, a group of clinical professionals available to review dosing and medication schedules, troubleshoot injection-related issues, discuss potential side effects, and share educational information to help you effectively manage your condition
- Coordination of care with you and your doctor
- Convenient delivery directly to you or your doctor's office in a temperature-controlled secure package with required ancillary supplies, such as needles, syringes, disposal containers, and alcohol wipes
- Online support through www.fepblue.org, including disease-specific information and interactive areas to submit questions to pharmacists and nurses

How to fill your Specialty Medications:

- Make sure your specialty medication is on the [Specialty Drug list](#) and have your doctor obtain prior authorization if required.
- With your prescription information and member ID card available, call, or have your doctor call, the CVS/caremark Specialty Pharmacy toll-free at 1-888-346-3731 between the hours of 7:00 a.m. and 9:00 p.m. Eastern Time, Monday-Friday and 8:00 a.m. and 6:30 p.m. Eastern Time, Saturday and Sunday, or
- Have your doctor fill out the [Specialty Medication Order Form](#) and send to:
CVS/caremark
P.O. Box 1590
Pittsburgh, PA 15230-9607

You may fill one 30-day supply of a specialty drug (Tier 4 or Tier 5) at a Preferred retail pharmacy. After your first fill at a Preferred retail pharmacy, all additional refills of the same specialty drug must be filled through the Specialty Pharmacy Program. After you have used three 30-day fills and you and your doctor feel that the drug is working for you, that drug can be filled for up to a 90-day supply through the Specialty Pharmacy Program.

If you would like to begin using the Specialty Pharmacy Program simply call CVS Caremark toll-free at 1-888-346-3731 from 7:00 a.m. – 9:00 p.m. Eastern Time, Monday-Friday and 8:00 a.m. – 6:30 p.m. Eastern Time, Saturday and Sunday. A member of the CVS Caremark Specialty Pharmacy team will assist you with the transition to ensure your specialty drugs are received without interruption.