

Walgreens Specialty Pharmacy:

Individualized Care. Dependable Support.

Patients with chronic health conditions require specialized care. That's why Walgreens Health Initiatives, your pharmacy benefit manager, offers members the expertise of Walgreens Specialty Pharmacy, a leading national provider of specialty medications and therapy management services. Walgreens Specialty Pharmacy provides personalized and dependable support for a variety of complex health conditions.

What Are Specialty Drugs?

Specialty medications are different from traditional pharmacy medications as they are used to treat chronic (long-term), life-threatening, or rare diseases. These medications are developed from both living organisms and chemicals. They work to slow down or reduce the damage caused by the condition, rather than simply treating the symptoms.

Additionally, specialty medications may:

- Be given by infusion (intravenously), 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 the most benefit from their medication

Here are some of the complex health conditions that may require specialty medication:

- Crohn's disease
- Infertility
- Growth hormone disorder
- Hemophilia
- Multiple sclerosis
- Psoriasis
- Rheumatoid arthritis
- Viral hepatitis

Individualized Care for Patients

Walgreens Specialty Pharmacy offers you personalized care from an experienced Care Team of pharmacists and nurses trained in complex health conditions and the latest medication therapies. You also receive a wide range of support services.

Proactive Approach to Medication Adherence – It's extremely important to take your medications *exactly* as prescribed by your doctor. We go to great lengths to help you avoid missing even a single dose. When you are due for a refill, a member of our Care Team will call and remind you. If we initially are unable to reach you, we will continue to call—up to five times in 72 hours—to help ensure that you have your medication and don't run out. We will even contact you to coordinate delivery and confirm receipt of your medication.

Confidential Counseling and Side-Effect Management – Feel free to call our Care Team anytime if you have medication questions. We are always ready to assist you, 24 hours a day, 365 days a year, with toll-free access to our dedicated telephone, fax, and TTY lines.

Help in Avoiding Potential Medication Interactions – Because the Walgreens Specialty Pharmacy Customer Care Center is electronically linked to *all* Walgreens retail pharmacies, as well as to Walgreens Mail Service, you can be sure the medications you take will be thoroughly screened for potential interactions.

Useful Health Information – From the educational materials that we may mail to you about your health condition to the wealth of information available through our online health library, we provide the tools you need to meet the daily challenges you face.

Insurance Benefit Coordination – Our dedicated team of insurance benefit advocates takes on the time-consuming tasks of verifying eligibility and

obtaining authorization from your insurance provider. The result is less hassle and paperwork for you.

How To Get Your Medications

Your doctor can call in your prescription to the Walgreens Specialty Pharmacy Customer Care Center at 888-347-3416 or fax it to 877-231-8302. You can have it delivered to your home, work, doctor's office, or almost anywhere you choose (as your insurance coverage allows). All of these services are available to you at no charge through Walgreens Specialty Pharmacy.

Specialty Prior Authorization

Before certain medications—such as those for Crohn's disease, growth hormone disorder, psoriasis, and rheumatoid arthritis—can be dispensed, they may require prior authorization or approval by your pharmacy benefit plan. Please contact our Clinical Call Center at 877-665-6609 to find out if your medication requires prior authorization. Approved authorizations generally last a year, but this can vary depending on the medication and the patient.



For more information, call 800-207-2568, e-mail customer.care@mywhi.com, or visit us at MyWHI.com.