Specialty pharmacy
Extra support for your long-term health condition

If you have a long-term health condition and you take complex drugs to treat it, specialty pharmacies are a great help. They’re experts in handling drugs that treat serious illnesses like rheumatoid arthritis, cancer, HIV and hepatitis C. Specialty pharmacies have pharmacists, nurses and care managers on staff who are trained to help you get the best health results from your specialty drugs.

Here’s the kind of support you get

- **A care team just for you.** You’ll have 24/7 access to pharmacists and nurses who can tell you more about your condition, how your drugs work and any side effects you could have. They’ll also help you stay on track with your treatment. Care coordinators can answer questions about your health plan, paying for your drugs and getting refills.

- **Easy home delivery.** A specialty pharmacy will send your medicine to your home, and can help you set up automatic refills, too. This not only makes your life simpler, it can also lead to better health. Research shows that having refills on hand helps you stay on track with your drug treatment and can improve your health. If your doctor administers your medicine, it’ll be sent to the doctor’s office.

- **Expert storage and handling.** Some specialty drugs need to be refrigerated or handled in a special way. Specialty pharmacies make sure they’re stored and delivered to you safely. You’ll also get any supplies you need to give yourself the medicine.

---

1 This is not a complete listing of conditions treated by specialty drugs.
Which specialty pharmacy should you use?

The specialty pharmacy you use is based on how your health plan covers your specialty drug. Depending on the drug you take and how it's given to you, it can be covered one of two ways: through your plan’s prescription drug benefit or through the medical benefit. If you give the drug to yourself, it's often covered under the pharmacy benefit. If you get a drug as a shot or infusion at a doctor’s office or hospital outpatient clinic, it may be covered under your medical benefit.

Getting started with your specialty pharmacy

Here’s a quick guide to the specialty pharmacy you’ll need to use and how to get started.

<table>
<thead>
<tr>
<th>If your drug is covered by your ...</th>
<th>Your specialty pharmacy is ...</th>
<th>Here’s how to get started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription drug benefit</td>
<td>Accredo Specialty Pharmacy</td>
<td>Call Accredo at 1-800-870-6419 or ask your doctor to fax your prescription to 1-800-824-2642 along with a copy of your member ID card.</td>
</tr>
<tr>
<td>Medical benefit</td>
<td>CVS Specialty Pharmacy</td>
<td>Ask your doctor to get the switch started for you. CVS Specialty Pharmacy will call you to talk about your medicine and cost share.</td>
</tr>
</tbody>
</table>

After you or your doctor contact Accredo Specialty Pharmacy, a care coordinator will call you to set up delivery of your medicine. If you have questions about how to take the drug or ways to manage side effects, you can call them 24/7 at 1-800-870-6419.

Want to know more?

We’re here to help. To see your personalized pharmacy benefits information, log in at anthem.com/ca. If you have questions, you can always call us at the Member Services number on your ID card.