

## Specialty Pharmacy Network member: TX FAQ

### General Questions

- What is a Specialty drug? *A drug that is used to treat a specific disease which requires special handling and care support.*
  
- What is a Specialty Pharmacy? *A Pharmacy that does the special handling and care support for Specialty drugs. This type of pharmacy can offer services to members to help support their complex diseases. The Specialty Pharmacy will provide the following:*
  - *Support of practitioners/providers who specialize in specific complex disease, any time day or night.*
  - *Emergency pharmacist consultations available 24 hours a day, seven days a week.*
  - *Special handling and delivery of injectable, infused and select oral medications*
  
- What is the Pharmacy Specialty Network? *A group of Pharmacies who have met the requirements of both clinical services and medication handling to dispense the medications on the Specialty Drug List.*
  
  
- How can I get my Prescription delivered? *Your prescription can be delivered to many locations like: your pharmacy, your home or your MD office.*
  
  
- What drugs are covered through a Specialty Pharmacy within the Network? *Please look to the link below to review if your drug is current on the [Specialty Drug List](#)*

- What will occur if I try to fill a drug on the Specialty List at a Pharmacy not in the Specialty Network? *Specialty medications will be payable through one of the Specialty Pharmacies. Other Pharmacies will not be authorized to dispense and the claim will reject.*
  
- Is my current Pharmacy in the Specialty Pharmacy Network? How can I check? *Please refer to the list provided on the plan website to see which Pharmacies are in your Network.*
  
- What to do if my current Pharmacy is NOT on the Specialty Pharmacy list? *Please refer to the list provided on the plan website. These Pharmacies are in the Specialty Network and can provide the medication to you. Or you can call CVS Specialty at 1-800-237-2767 and they can assist in helping you find a Pharmacy in the network.*
  
- Can non-Specialty drugs be obtained at a Specialty Pharmacy? *Generally, the Specialty Pharmacies only support specialty drugs for certain diseases and do not usually stock other traditional medications.*
  
- What days' supply will I be allowed to receive from a Specialty Pharmacy for my prescriptions? *The Specialty Pharmacy will allow 30 days' supply of your drugs*
  
- What if I have an emergency and need the medication right away? *You can call the number given to you during the **onboarding process** for further help or call CVS Specialty at **1-800-237-2767**. You will be able to get your medication in a timely manner.*  
**NOT SCRIPTING:** *(Also, the member can be warm transferred to 1-800-237-2767 if the situation cannot be resolved using the above).*

- I have received a damaged shipment. What do I do to get a new prescription for my medication? *You can call for assistance at **1-800-237-2767**. You will be able to get your medication in a timely manner. Also, you can call the number given to you during the **onboarding process** for further help.*  
**NOT SCRIPTING:** *(If the member does not have a number provided during the onboarding process or has not yet on-boarded with CVS Specialty- warm transfer to 1-800-237-2767)*

### Communication questions

- I received this letter in the mail. What does it mean? *This is to inform you of the change to the Pharmacy Specialty Network. The Pharmacy that is currently filling your prescription will not be eligible to do so soon. The prescription will be transferred to an in network Pharmacy. CVS Specialty will be calling your Pharmacy to transfer the prescription for you to make sure there is no interruption in your therapy.*