

# Specialty Medications and Specialty Pharmacy

## What is a specialty medication?

Specialty medications are drugs used to treat rare or complicated conditions. These drugs often need special insurance approval (*prior authorization*), storage, or monitoring, or they are expensive. You cannot get specialty medications at your neighborhood pharmacy. You must get them from a specialty pharmacy. The manufacturer of each medication decides what medications are only available through a specialty pharmacy. They make sure the medication is handled properly and safety is maintained.

## What is a specialty pharmacy?

A specialty pharmacy can manage the extra requirements of specialty drugs. Specialty pharmacies typically provide extra services for their patients, such as on-call pharmacists to provide counseling and answer questions, help with prior authorizations, patient assistance programs, and medication delivery.

## Which specialty pharmacy do I use?

Your insurance plan and the manufacturer of the specialty medication decide which specialty pharmacy will get your prescription. The physician, pharmacist or nurse let you know the name of your specialty pharmacy and give you their contact information.

## How do I get my medications?

Your specialty pharmacy may not be located near where you live. Most specialty pharmacies will deliver your medications by mail order or courier. Order your refills about a week before you run out of drug. This allows the specialty pharmacy time to schedule your delivery.

- **Important:** Your specialty pharmacy does not contact us to let us know you have scheduled a delivery of your medication. Please contact us after you have set up your first delivery so we can schedule a follow-up appointment with you if one has not already been scheduled.

## Who should I call if I have questions?

If you have questions about your medication or side effects, you can call your center at Roswell (GI, GU, Breast, etc.) or your specialty pharmacy. If you have side effects and call the specialty pharmacy, please make sure to tell your Roswell healthcare team because the specialty pharmacy may not notify us immediately. Questions about insurance coverage, payment, benefits, refills, or medication delivery should be sent to your specialty pharmacy. They will contact us if they need any additional information.

# Specialty Medications Process

