



## **Walgreens Specialty Pharmacy and Mail Service Pharmacy**

### **Frequently Asked Questions**

#### **What are Specialty Medications?**

- Walgreens Specialty Pharmacy provides specialized medications for complex, genetic, rare, and chronic health conditions. 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

#### **What are Mail Service Medications?**

- Your pharmacy benefit includes mail service, offering you convenient delivery of your maintenance medications from Walgreens to the location of your choice. Maintenance medications are used to treat chronic (long-term) conditions. You may receive up to a 90 day supply of medications depending on your pharmacy benefits.

#### **How do I contact you?**

##### **Specialty**

- Please call us at (888) 282-5166 with any questions you may have, Monday through Friday, from 8 a.m. to 8 p.m. (ET), with any questions you may have.
- Or, visit us on the web at [www.walgreens.com/specialty](http://www.walgreens.com/specialty)

##### **Mail Service (Medicare Part D)**

- Please call us at (866) 352-3231 with any questions you may have. We are available 24 hours a day, 7 days a week. TTY users should call (800) 925-0178.
- Or, visit us on the web at [www.walgreens.com/mailservice](http://www.walgreens.com/mailservice)



## **How do I order a new prescription?**

### **Specialty**

- Your doctor can fax a new prescription to us at (888) 570-4700. Once the prescription is received we will contact you for any additional information and to schedule delivery.

### **Mail Service**

- Once you are registered for mail service, your doctor can use the prescriber fax form to fax your new prescription to us at (800) 332-9581.
- You can mail in a completed order form along with your original prescription from your doctor to: Walgreens PO Box 29061 Phoenix, AZ 85038-9061
- If your prescriber has the technology to submit prescriptions electronically, request that he or she do so.

## **How long does it take to receive my prescription?**

### **Specialty**

- We ship medications based on your anticipated needs. We will call you each month to schedule a delivery date.
- We ship primarily via FedEx although some medications may be shipped via UPS.

### **Mail Service**

- Please allow 10 business days from the time you place your order until you receive it at the address you specified.
- Walgreens primarily ships through the United States Parcel Service, though we use UPS, FedEx, and other national and regional carriers as appropriate. Within the mail pharmacy, our logic-based shipping software analyzes medication type, weight and destination zip code to select the best delivery method or service available.
- Members have the option to pick Overnight & 2-day shipping for an additional fee
  - Overnight: \$19.95 \*
  - 2-Day: \$12.95 \*

\* Shipping prices may be subject to change by carrier without notification and may vary depending upon weight and zone.



## How do I refill my prescription?

### Specialty

- You will receive a monthly refill reminder call from us to schedule delivery of your medication refill.
- **By phone:** You may call us at (888) 282-5166 to order your refill, Monday through Friday, from 8 a.m. to 8 p.m. (ET).
- **Online:** You can order your refills from [www.walgreens.com/specialty](http://www.walgreens.com/specialty) once you have set up an account.

### Mail Service

- **By phone:** You may call our automated refill number at (800) 345-1985 to order your refill 24 hours a day, 7 days a week. TTY users should call (800) 925-0178.
- **Online:** You can order your refills from [www.walgreens.com/mailservice](http://www.walgreens.com/mailservice) once you have set up an account and have filled the prescription with Walgreens.

## How much will my prescription cost?

### Specialty

- The cost of your prescription is determined by your insurance. We will communicate these costs to you prior to setting up the shipment of your medication.

### Mail Service

- The cost of your prescription is determined by your insurance. Most of the time we can answer this when you call us: however, if we do not have the information, we will help direct you to an answer. Because drug pricing can change on a daily basis a final determination of your co-pay cost cannot be made until your claim is processed.
- The cost of your prescription may also vary depending upon the quantity of medication that is prescribed by your physician. Please be sure to advise your physician to prescribe for a 60-day supply (or the amount allowed by your plan).



## How can I pay for my prescription order?

### Specialty

- We accept all major credit cards: AMEX, Discover, MasterCard and Visa.
- Please call (888) 282-5166 to speak to an agent about paying for your prescription

### Mail Service (Medicare Part D)

- We accept all major credit cards. AMEX, Discover, MasterCard, and Visa
- We accept check payments, (checks made payable to Walgreens can be mailed in with your order or mailed to Walgreens PO Box 29061 Phoenix, AZ 85038-9061).
- Payment is required at time of order.
- Please call customer service at (866) 352-3231 and select the appropriate prompt for account balance, credit card update, or you can speak with a customer service representative. We are available 24 hours a day, 7 days a week. TTY users should call (800) 925-0178.