

Get the help you need to manage a complex health condition

If you're living with a complex health condition, we know it can be stressful and confusing. Our specialty pharmacy services are here to support you with the care and medications you need, every step of the way.

Understanding specialty medications

Specialty medications are used to treat chronic, complex or rare conditions like cancer, rheumatoid arthritis, hepatitis C and others. They're different from regular medications because they may:

- Be administered through an infusion, injection or oral medication
- Cost more than regular medications
- Have to be handled or stored in specific ways
- Need to be taken on a strict schedule

Since these medications demand more attention, our Specialty Pharmacy Program is designed to ensure you get the personal assistance you need around the clock. That includes help with medication side effects, schedules, delivery, benefit coordination and financial guidance, including coupons and other ways to reduce medication costs.

Condition-specific support

We can help you manage many categories of care and complex conditions, including:

- Fertility*
- Cystic fibrosis
- Enzyme replacement therapy
- Blood disorders
- Hepatitis C
- Hereditary angioedema*
- Idiopathic pulmonary fibrosis*
- Multiple sclerosis
- Oncology
- Pulmonary arterial hypertension*
- Chronic pulmonary disease*
- HIV/AIDS (LLD)*
- Neuromuscular disorders*
- Hypercholesterolemia
- Psoriasis/psoriatic arthritis
- Rheumatoid arthritis
- Crohn's/ulcerative colitis
- Ankylosing spondylitis
- Growth hormone deficiency
- Anemia/neutropenia*
- Orphan diseases*
- Respiratory syncytical virus (RSV)
- Atopic dermatitis*
- Transplant (LDD)*
- Immune disorders
- Iron overload*

We also offer enhanced patient care programs* for certain conditions, pairing highly trained staff with members who need more help managing their diseases and respective drugs. This includes support for the following diseases and treatments:

- Bleeding disorders
- Cystic fibrosis
- Chronic inflammatory diseases
- Hepatitis C
- Iron overload
- Idiopathic pulmonary fibrosis
- Multiple sclerosis
- Oncology
- Pulmonary hypertension
- Hypercholesterolemia
- Cystinosis

**Current list is updated as new programs become available*

Your own care team

To assist you with the complexities of your condition and its treatment, you'll be paired with one of our condition-specific care teams. Whether you're managing multiple sclerosis, chronic inflammatory disease, diabetes or another complex condition, you'll have a whole team of experts dedicated to your needs.

Pharmacists

- Help make sure you know how your medications work.
- Walk you through how to take your medications, including how to inject them, if needed.
- Look to see if any of your medications may not work well together.
- Help you find ways to manage any side effects that are making everyday life harder.
- Follow up to see how you are doing with medications and side effects.
- Determine if a split-fill program is right for you. If you're taking oral oncology medications, a split-fill program ensures you're on the right regimen before you pay for a full month's supply.

Reimbursement specialists

- Make sure your coverage and copays are correct.
- Help you and your doctor with the pre-authorization process.
- Inform you of changes to your benefits and help solve any problems that may arise.

Patient care coordinators

- Schedule medication delivery times and locations that fit your needs.
- Work closely with our pharmacists to help them communicate with your doctor.
- Partner with our reimbursement specialists to help find ways that may reduce medication copays, including coupon and financial assistance.



**Better health
and more support**

Over 20 condition-specific care teams
24/7/365 support

Questions? Call our Pharmacy Services team at 1-844-765-2894.



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