

Getting Started

with CVS Specialty®



CVS
specialty™

Welcome

to a different kind of pharmacy

Whether you have a prescription for specialty medication or care for someone who does, CVS Specialty helps you make sense of it all. That's because we do so much more than just provide your medication. We keep an eye on your condition and help you stay on track. We'll also put you in touch with specialists who can help you sort out your insurance and look for financial assistance. Your health is our greatest priority.

Let's get started on the next page.

This guide goes hand-in-hand with your new prescription. It introduces you to CVS Specialty and how we help you manage your condition as well as your health.

¿Español?

Si prefiere recibir este material en español, comuníquese con su equipo CareTeam llamando a la línea gratuita que figura en la etiqueta de su receta.

Important steps to get started

1 The first thing to do is to create an online account with us — there are a few easy ways you can do this:

- Go to CVSSpecialty.com/newpatient
- Or, text “START” to 28779

2 Fill in, sign and return the forms we’ll need to get you your medication and submit claims — two ways to do this:

- **Online** - after you create an account, you can find them by clicking *My Account*. You can then complete the forms online and submit them digitally
- **By mail** - complete and print the forms located at the end of this guide and mail to: CVS Specialty, 105 Mall Boulevard, Monroeville, PA 15146

Be sure to sign and return the forms right away to avoid any delays. Because nothing is more important than getting you started on your treatment.

All-around convenience

Digital tools make it easy to manage your prescriptions anytime, anywhere.

You can manage your medications and stay on track at [CVSpecialty.com](https://www.cvspecialty.com) or with our mobile app. Order and track refills so you never miss a dose. Securely message your CareTeam on the go. Make payments and view history day or night. You can also sign up to get refill reminders, order status updates and more by email or text.

We give you the choice of pick up at CVS Pharmacy® or delivery at home.

We make it as easy as possible to get the medication you need, where you need it.

You can have your medication delivered anywhere nationwide, even if you're on vacation. Or you can pick it up at any CVS Pharmacy location.*

We're here for you 365 days a year.

Have questions? Need answers? Our pharmacists, nurses and insurance specialists are here for you. We can be reached Monday through Friday, from 8:00 AM to 6:00 PM. The on-call team is available 24/7 for help after hours. Please note that hours may vary by pharmacy location. Call the phone number on your prescription label. Or send us a secure message at [CVSpecialty.com](https://www.cvspecialty.com) or on our mobile app.

Text "iPHONE" or "ANDROID" to 28779 for a link to download our mobile app.**

*Specialty delivery options are available where allowed by law. In-store pickup is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

**Message and data rates may apply.

Specialized care and support

Our team of pharmacists and nurses are specially trained for conditions like yours.

We give you a CVS Specialty CareTeam led by pharmacists and nurses that put you first. Count on us for personalized support every step of the way.

We're here to look out for you.

Your CVS Specialty CareTeam helps you manage your condition. We make sure you know how to take your medication correctly. And help you manage side effects. We check dosage and medication schedules. And remind you when it's time to refill. Ask us anything, anytime. We're here 365 days a year for you, no matter what. We also make it easy to learn about your condition. You can always find helpful resources, tips and more at [CVSpecialty.com/EducationCenter](https://www.cvs.com/specialty/education-center).

We help with insurance and more.

We help you see if your medication is covered. We file insurance claims for you and help you keep out-of-pocket costs as low as possible. If your claim is denied, we work to help you get the medication you need. We also provide helpful resources during open enrollment.

And, we keep you up to date on payments and balances.

We will send you a patient statement to show if there is activity on your account, including any balance that you may still need to pay. Your insurer may also provide you with an Explanation of Benefits (EOB) report that describes the services and medications that were covered and how much was paid.

Worried about paying for your medication?

Let us know. We'll work hard to help you find the financial assistance you need.

Medication delivery and more

Delivery times. Regular delivery is Monday through Friday, but some shipments arrive on Saturday. Orders that need to be refrigerated arrive Tuesday through Friday.

Delivery to remote areas. In remote areas, deliveries may be as late as 9 PM. Saturday delivery may not be available. Check delivery time with your CareTeam when placing your order.

Late or missing deliveries. If you don't receive your medication on schedule, call us as soon as possible to avoid missing a dose.

Receiving your shipment. You or your insurance plan may require a signature for medication delivery. If that's the case, we can't leave your package at the door. We can always deliver it to another location, even when you're on vacation. Or, you can pick it up at any CVS Pharmacy location.*

Change of address. Please tell your CareTeam if your address, phone number or delivery preference changes.

Emergency refills Occasionally, you may need an emergency prescription or refill. Just call the phone number on your prescription label.

Lower-cost generics. Some states allow lower-cost generic medications. If your doctor prescribes a brand-name medication, we may call him or her to see if a generic is right for you. This helps make sure your medications are both cost effective and clinically effective.

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Safety & storage

Always handle your medication safely.

Medication storage.

Keep all medications and supplies out of the reach of children and pets and away from other household or food items. If your medication needs to be kept in the refrigerator, put it on a clean shelf or in a drawer.¹

Waste disposal.

Do not flush unused medications or pour them down the sink. Utilizing local drug take-back programs is the best way to dispose of unwanted medications. Do not recap needles after injections. Keep a rigid, puncture-proof, leak-proof container close by for easy disposal of syringes and needles. Store the container upright and keep out of reach of children. When the container is full, seal the lid with tape or glue. To dispose of the container properly, follow your county or city regulations. Please do not send the container to CVS Specialty. If you need more information on disposal of unused medications or of medical waste, consult your local Department of Public Health agency or call your pharmacy.²

Preventing infections.

Use soap and warm water to wash your hands. Rub your hands together for at least 20 seconds and scrub all surfaces. Rinse your hands under running water and dry your hands using a paper towel or air dryer. If you cannot find soap and water, clean your hands with an alcohol-based hand sanitizer. Rub the sanitizer all over your hands—this includes under your nails and between your fingers—until your hands are dry.

Emergency preparation.

Take enough medication and supplies to last through the emergency. If you use an infusion pump or other device, be sure to take that with you, too. Store temperature-sensitive medication in an ice-filled ice chest, and when you can, let your CareTeam know how to reach you.