

## Aetna Better Health® of Florida Specialty Pharmacy Network- FAQ

- What is a Specialty Pharmacy? A Pharmacy that meets certain requirements for special handling and clinical support of Specialty medications. They typically have more clinical services they offer to patients to help support members with more complex disease states.
- 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.
- What medications are included on the Pharmacy Specialty list? Please refer to the link below to review if your patient's drug is currently on the Specialty Drug List  
<https://www.aetnabetterhealth.com/florida/providers/provider-pharmacy/specialty>
- How do I transfer a prescription to a pharmacy within the network? CVS will facilitate the move of the prescriptions to Pharmacies within the network. Outreach will be done to the members and the pharmacies currently filling specialty medications for Medicaid members.
- How can my patient fill a prescription at a specialty pharmacy? Your patient can drop off the prescription at any CVS location (including Target Pharmacies). You can use the following methods to send in a new prescription if needed:
  - Call toll-free at **1-800-237-2767**
  - Fax script to **1-800-323-2445**
  - E-prescribe
  - Visit the CVS Specialty pharmacy web site for an enrollment form and other prescriber information:
  - <https://www.cvsspecialty.com/wps/portal/specialty/healthcare-professionals/enrollment-forms/>

- How can my patient receive their prescription? Your patient can drop off the prescription at any CVS location (including Target Pharmacies). They can pick up the prescription there, have it delivered to their home or have it sent to your office.
  
- Can my patient opt out of the Specialty Network? Yes- there is a process to opt out. Your patient may call Member Services to opt-out of this program.  
Florida Medicaid Member Services: **1-800-441-5501**  
Florida Healthy Kids Member Services: **1-844-528-5815**
  
- My patient needs their prescription right away and cannot use one of the Specialty Pharmacies in the network. How can they receive it? We have emergency allowances if the situation calls for a fill outside of the network. You can call or have the Member's retail Pharmacy contact CVS Specialty at **1-800-237-2767** and they will work to make sure the member gets their fill as soon as possible.
  
- My patient has stated they tried to fill a prescription at a Pharmacy and received the following message: "Specialty Network required. Call 1-866-693-4445". What does that mean? This drug is not being filled within the Specialty Pharmacy Network. To have the claim process, please have the patient use a network pharmacy.