

Specialty Pharmacy Network member: IL FAQ

General Questions

- What is a Specialty drug? *A drug that is used to treat a specific disease which requires special handling and care support.*

- What is a Specialty Pharmacy? *A Pharmacy that does the special handling and care support for Specialty drugs. This type of pharmacy can offer services to members to help support their complex diseases. The Specialty Pharmacy will provide the following:*
 - *Support of practitioners/providers who specialize in specific complex disease, any time day or night.*
 - *Emergency pharmacist consultations available 24 hours a day, seven days a week.*
 - *Special handling and delivery of injectable, infused and select oral medications*

- 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.*

- How can I get my Prescription delivered? *Your prescription can be delivered to many locations like: your pharmacy, your home or your doctor's office or health center.*

- What drugs are covered through a Specialty Pharmacy within the Network? *Please click on the link below to see if your drug is currently on the [Specialty Drug List](#). Note: This list may change in the future but will always be up to date on the Aetna website.*

- What will occur if I try to fill a drug on the Specialty List at a Pharmacy not in the Specialty Network? *You can only fill a drug on the specialty list at a Specialty Pharmacy. You can NOT fill a drug on the Specialty List at a pharmacy that is NOT in the Specialty Network. If you try to fill a specialty drug at another pharmacy, the pharmacy will not be able to fill it.*

- Is my current Pharmacy in the Specialty Pharmacy Network? How can I check? *Please refer to the list provided for [ICP](#) or [FHP](#) to see which Specialty Pharmacies you can use.*

- What should I do if my current Pharmacy is NOT on the Specialty Pharmacy list? *You will need to start going to a Specialty Pharmacy to fill any drug on the Specialty List. Please refer to the list for [ICP](#) or [FHP](#) for the list of Pharmacies that in the Specialty Network. You can also call CVS Specialty at 1-800-237-2767 and they can help you find a Specialty Pharmacy in the network.*

- Can non-Specialty drugs be obtained at a Specialty Pharmacy? *Generally, the Specialty Pharmacies only support specialty drugs for certain diseases and do not usually stock other traditional medications. Call the Specialty Pharmacy to find out.*

- What should I do if I need to fill a Specialty drug and non-Specialty drug? *A CVS Specialty Pharmacy can send your Specialty drug to your local CVS retail pharmacy so you can pick up all of your drugs together or make it more convenient for you. Allow 2-3 days for the Specialty Pharmacy to get the Specialty drugs over to your retail pharmacy.*

- How many days supply will I be allowed to receive from a Specialty Pharmacy for my prescriptions? *The Specialty Pharmacy will give you a 30 day supply of your Specialty drugs.*

- What if I have an emergency and need the medication right away? *Call your specialty pharmacy to request a faster than usual prescription fill time. If using CVS Specialty, you can call 1-800-237-2767. You will be able to get your medication in as soon as 24 hours.*
NOT SCRIPTING: *(Also, the member can be warm transferred to 1-800-237-2767 if the situation cannot be resolved using the above).*

- I asked for my Specialty Drugs to be delivered to my house and the package was damaged, what do I do to get a new order? *Call your specialty pharmacy for help. If using CVS Specialty, you can call 1-800-237-2767. You will be able to get your medication in a timely manner. **NOT SCRIPTING:** (If the member does not have a number provided during the onboarding process or has not yet on-boarded with CVS Specialty- warm transfer to 1-800-237-2767)*

Communication questions

- I received this letter in the mail. What does it mean? *This is to tell you about Aetna's new Specialty Pharmacy Network. Since we show that you currently take a drug that is on our "Specialty Drug List", you will need to get these drugs filled at a different Pharmacy – one in our Specialty Network. Soon, the Pharmacy that is currently filling your prescription will no longer be able to fill certain prescriptions. The prescription will be transferred to an in-network Pharmacy. A network Specialty Pharmacy will be calling your Pharmacy to transfer the prescription for you to make sure there is no interruption in your therapy.*