

## IL Specialty Pharmacy Network- Provider FAQ

### General questions

- 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](#).
- How do I transfer a prescription to a pharmacy within the network? CVS will facilitate the move of the prescriptions to Specialty Pharmacies within the network. Outreach will be done to the members and the pharmacies currently filling specialty medications for Medicaid members beginning April 1, 2017.
- How can my patient fill a prescription at a specialty pharmacy? Your patient can drop off the prescription at any Specialty Pharmacy location (including CVS /Target Pharmacies, Briovarix, Orsini Pharmaceuticals, and Walmart Specialty pharmacies). You can use the following methods to send in a new prescription to CVS Specialty 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; you will need to create an account, fill out an enrollment form, and enter other prescriber information:
- <https://www.cvsspecialty.com/wps/portal/specialty/healthcare-professionals/enrollment-forms/>
- Does this affect members in all of the Aetna Medicaid lines of business including: FHP/ACA, ICP, MMAI and MLTSS? Does it affect Aetna plans in the private market? The Specialty Pharmacy Network will affect Aetna Better Health of Illinois Medicaid members.
  
- How can my patient receive their prescription? Your patient can pick up the prescription at any location in the Specialty Pharmacy Network. This includes CVS and other Pharmacies that have met CVS standards. They can pick up the prescription there, have it delivered to their home, a local CVS retail pharmacy, or have it sent to your office.
  
- 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.  
NOT SCRIPTING- NOTE: Please warm transfer the provider to 800-237-2767 if issue not resolved
  
- My patient has stated they tried to fill a prescription at a Pharmacy and received the following message: "Specialty Network required. Call 855-364-2973". What does that mean? If a Pharmacy is not part of the Specialty Pharmacy Network, they cannot fill a prescription for a drug on the Speciality Drug List for an Aetna Medicaid member. To have the claim process, please have the patient use a specialty network pharmacy.

## General Communications Questions

I received the following letter. What does it mean? This is to inform you of a change in our Specialty Pharmacy Network. This letter explains that there will be a new network for dispensing specialty medications on the Aetna Specialty Drug List. It also highlights that you currently have members taking medications on our specialty list. CVS will be actively reaching out to transfer these prescriptions to Pharmacies within the network. They may reach out to you if a new prescription is required.