



## **Aetna Better Health® of Illinois**

# Frequently asked questions about specialty pharmacy

### **Q: Who is CVS Caremark Specialty Pharmacy?**

A: CVS Caremark Specialty Pharmacy delivers medicines to your home or doctor's office. We provide injectable, inhaled and oral medicines that you may not be able to get at your local pharmacy.

### **Q: What specialty medications are offered through CVS Caremark Specialty Pharmacy?**

A: We offer medicines for a variety of conditions, such as cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis and rheumatoid arthritis.

### **Q: How will I get my specialty medicines?**

A: Your medicines can be sent to your home or to your doctor. Your medicines will be mailed to in a secure, temperature-controlled package.

### **Q: Where do I get supplies I need to give myself the medicines?**

A: We'll include the supplies you need to take your medicines, such as syringes and alcohol swabs. We'll send the supplies at the same time we send your medicines. You will not have to pay anything for the supplies.

### **Q: How long will it take to get my specialty medication?**

A: Specialty medications are usually sent 1 to 2 days after we get your prescription. It may take longer if a Prior Authorization is required and we need to contact your doctor.

### **Q: How easy is it to get refills?**

A: A member from our Care Team will call you each time you need a refill. You can also order a refill on our website [www.CVSCaremarkSpecialtyRx.com](http://www.CVSCaremarkSpecialtyRx.com). Or, you can call our free number 1-800-237-2767.

### **Q: Will it cost more to use CVS Caremark Specialty Pharmacy services?**

A: No, there is no extra cost when you use our pharmacy.

**Q: What if I have questions about my medicine?**

A: If you have questions about your medicine, you can call our pharmacist. A pharmacist is available, 24 hours a day, 7 days a week. It is a free call and will not cost you anything.

**Q: What other services does CVS Caremark Specialty Pharmacy provide?**

A: CVS Caremark Specialty Pharmacy has a team of pharmacists and nurses who know a lot about your condition. Our Care Team can help you by:

- Answering questions you may have about your medicines
- Answering questions you may have about your health or condition
- Coordinating with your insurance
- Delivering your medicine to your home, your doctor's office, or other address you provide

We also offer online support and resources at [www.CVSCaremarkSpecialtyRx.com](http://www.CVSCaremarkSpecialtyRx.com) . You can find condition-specific information, including a list of specialty medicines we offer.

**Q: How do I get started?**

A: To get started or to learn more about how CVS Caremark Specialty Pharmacy can help you, please call our toll-free number 1-800-237-2767 from 7:30 a.m. to 9 p.m. (ET), Monday through Friday. You can also complete an online enrollment form at [www.CVSCaremarkSpecialtyRx.com](http://www.CVSCaremarkSpecialtyRx.com).