

*Where allowed by law. In-store pickup is currently not available in Arkansas, Oklahoma and West Virginia. Some states require 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.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

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Get more than medication

Call us today at 1-800-237-2767 or visit [CVSspecialty.com](https://www.CVSspecialty.com)



**Five things
you should know about
our specialty pharmacy**

We're here for you

If you've picked up this booklet, you probably have a prescription for a specialty medication. Or you care for someone who's taking one. Like so much of health care, starting or changing medications can be overwhelming. At CVS Specialty™, we're here to help make sense of it all. As a specialty pharmacy, we can make managing your medications and your condition a little easier. **We'll be with you every step of the way.**

“When you really need it, they take care of everything.”

—Robert, CVS Specialty patient

What makes your medication “special”?

Specialty medications often treat complex and chronic conditions. They tend to be more expensive and can require special storage like refrigeration or special administration, like an injection. And most require additional support. That's where we come in.

We're specialists in your medication

We're a different kind of pharmacy. Just like your doctor is a specialist in your condition, we're specialists in medications that treat your condition. That expertise allows us to offer you more personalized support. We can:

- **Advise** you about your medication and condition
- **Help** you manage symptoms and multiple medications
- **Offer** clinical support
- **File** your insurance claims

“My medications are specialized. I wanted my pharmacists to be, too.”

—Kim, CVS Specialty patient

We give you a choice of pickup or delivery*

We make it as convenient as possible to fill, refill and get the medications you need when you need them. Most specialty pharmacies only deliver, but with us, you have a choice in how you receive your medication.



You can pick up your medication:

While CVS Specialty isn't a neighborhood pharmacy you can walk into, we can have your medications available for pickup at any CVS Pharmacy® (including those inside Target stores). We'll be sure they have everything you need when you stop by.



Or have it delivered to your door:

Choose the convenience of having your medication delivered by mail to your home, office, doctor's office or even a temporary address if you are traveling. It's one less thing to think about.

It's important to know that specialty medications take longer to fill due to added steps and approvals (e.g., prior authorization), but we'll walk you through the process and let you know when you can expect them.



We'll support you with a CareTeam

At CVS Specialty, we have pharmacists and nurses dedicated to specific conditions, so you'll have support and guidance from specialists who talk to people with your condition every day. They're called your CareTeam, and they're part of your health care team.

If you need help with injection training, home infusions, medication schedules, managing side effects or staying on therapy, we're available day or night, every day of the year. We also help with insurance claims and financial assistance.

You'll likely need us differently at different times. For example, you may have more questions if your doctor changes your medication or you're not feeling your best.

We're here no matter what.



“It's nice to talk with people who understand what you're going through.”

—Daniel, CVS Specialty patient

We have digital tools that make life easier

It's nice to be able to do things on your time. With CVS Specialty, you can manage your medications and stay on track with our website and mobile app:

- Refill and track orders
- Choose pickup or delivery
- View your prescription history
- Get email or text reminders

And of course you can always call us, if you prefer.

Get more than medication

Call CVS Specialty today at 1-800-237-2767. We'll contact your insurance and get the process started.