

Exclusive Specialty Pharmacy Benefit

Frequently Asked Questions for members

May 2024

What is the Exclusive Specialty pharmacy benefit?

It requires that some commercial, non-Medicare members fill their specialty drug prescriptions through Walgreens Specialty Pharmacy or a local Walgreens retail pharmacy.

Blue Cross Blue Shield of Michigan and Blue Care Network have partnered with Walgreens Specialty Pharmacy to provide these services for members with the Exclusive Specialty pharmacy benefit.

How do I know if I have the exclusive specialty pharmacy benefit?

Call the number on the back of your Blue Cross and BCN member ID card. A representative will verify your specialty benefit. If you have the exclusive specialty benefit, you must use Walgreens Specialty Pharmacy or a local Walgreens retail pharmacy to fill your specialty medications.

You can also find this information by logging in to your member account through our website or the Blue Cross mobile app. Follow these steps after logging in:

1. Go to *My Coverage*.
2. Select *Rx*.
3. Select *Mail Order -Specialty Drugs*.

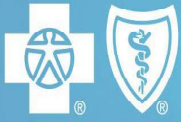
If you have the exclusive specialty pharmacy benefit, you'll see the message *Mail order for specialty drugs must be made through AllianceRx Walgreens Pharmacy*. This message will change to *Mail order for specialty drugs must be made through Walgreens Specialty Pharmacy* starting August 1, 2024.

What if I go to a pharmacy that isn't in the Exclusive Specialty pharmacy network?

If you visit a pharmacy that isn't in the Exclusive Specialty pharmacy network, you'll have to pay the full cost of the prescription because the pharmacy won't be able to bill us. If you have questions about filling your prescription, call Walgreens Specialty Pharmacy at **1-866- 515-1355**. If you have additional concerns, call the number on the back of your member ID card.

Will I be notified that I have the exclusive specialty pharmacy benefit?

Yes. If this is a new benefit for you and you've recently filled a prescription for a specialty medication, you'll receive letters from Blue Cross and BCN explaining the exclusive specialty benefit and Walgreens Specialty Pharmacy with enrollment information. We'll also let your doctor know about this change. In addition, Walgreens Specialty Pharmacy will call to help transition you to the exclusive specialty pharmacy network.



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What are specialty medications?

Specialty medications are prescribed to treat chronic, complex or rare conditions such as cancer, rheumatoid arthritis and hepatitis C.

[The Specialty Drug Program Pharmacy Benefit Member Guide](#) is updated monthly and includes a list of specialty medications. These medications are typically different from traditional medications because they:

- Have special storage, temperature and handling requirements
- Are given by infusion, injection or taken orally
- Need to be taken on a strict schedule
- Cost more than regular medications
- Require close patient monitoring and ongoing support

Does this Exclusive Specialty pharmacy benefit apply to all my specialty medications?

No. It doesn't apply to specialty medications administered under the medical benefit and limited distribution specialty medications. You can log in to your member account or call a Blue Cross and BCN representative at the number on the back of your member ID card to see if your specialty medication is covered.

What if I need a prescription filled right away and I can't wait for home delivery?

Call Walgreens Specialty Pharmacy at **1-866-515-1355** and have your medication shipped overnight for next day delivery. You can also ask your local Walgreens retail pharmacy if they have the medication in stock. If you have additional concerns, call the number on the back of your member ID card.

If I have question, can I contact Walgreens Specialty Pharmacy?

Yes. Call **1-866-515-1355** Monday through Friday from 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

How can I check to see if my specialty medication is covered?

You have four options:

Option 1: Log into your Blue Cross and BCN online account. If you don't have one, click here to

1. Go to *My Coverage*.
2. Select *Prescription* from the dropdown menu.
3. Under the available options, select *Find and Price medications*.
4. You will be automatically signed into the Optum Rx system, where you can search by medication name to determine coverage.

Option 2: Use the Blue Cross mobile app.

1. Go to *My Coverage*.



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2. Select *Prescription*, then select *Find and Price medications*.
3. In the *Search* section, enter the name of the medication

Option 3: Check the [Specialty Drug Program Pharmacy Benefit Member Guide](#) to look up a drug and find out where and how to fill a prescription. *This guide won't indicate specifics about your plan formulary, such as if the drug requires prior authorization.*

Option 4: Call the number on the back of your Blue Cross and BCN member ID card and a customer service representative will check to see if your medication is covered.

How can I request a refill for a specialty medication from Walgreens Specialty Pharmacy?

If you're enrolled with Walgreens Specialty Pharmacy and have an online account, you can request refills at alliancerxwp.com. Or, call 1-866-515-1355 to speak with a Walgreens Specialty Pharmacy or a Walgreens retail pharmacy representative.

What if I'm already filling my specialty prescription at a Walgreens retail pharmacy?

No change is needed. You can continue to fill at the Walgreens retail pharmacy.

My doctor gave me a paper prescription for my specialty medication. How can I fill that?

Call or visit your local Walgreens retail pharmacy to see if they have the medication in stock. If they do, they'll fill your prescription.

If the medication isn't in stock or isn't available at another local Walgreens, the pharmacy will accept the paper prescription and will notify Walgreens Specialty Pharmacy that you need a prescription filled for a specialty medication. Walgreens Specialty Pharmacy will then contact you to coordinate your prescription delivery. The medication can be sent to a local Walgreens pharmacy location for pickup. You can also choose to have Walgreens Specialty Pharmacy deliver the medication directly to your home.

If you have questions about your prescription, call Walgreens Specialty Pharmacy at **1-866-515-1355**.

I just received a new specialty drug prescription that requires a prior authorization from my doctor. Where do I fill this prescription?

You'll want to verify if your specialty drug prescription can be obtained from Walgreens Specialty Pharmacy or if it's a limited distribution drug. You can check that by going to [The Specialty Drug Program Pharmacy Benefit Member Guide](#) and finding your drug. Limited distribution drugs are only available through designated pharmacies as indicated in this document. Those pharmacies will help facilitate the prior authorization process between us



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and your doctor.

If it's not a limited distribution drug, you'll need to fill your new specialty drug prescription from Walgreens Specialty Pharmacy or a local Walgreens retail pharmacy. Walgreens Specialty Pharmacy will help facilitate the prior authorization process between us and your doctor. You can also let your doctor know that their office will need to contact Blue Cross and BCN for your prior authorization.