

Frequently Asked Questions

Specialty Medications	
Program/Topic	Response/Information
What are Specialty Medications?	High-cost drugs for serious conditions, requiring special handling and distribution. These medications are typically designed to treat serious and often chronic diseases, such as cancer or autoimmune conditions.
Why are Specialty Medications Limited to a 30-Day Supply?	If a member is not improving with their medication, the 30-day supply helps ensure their safety by facilitating frequent check-ins with prescribers and pharmacists, as well as preventing wasteful spending.
Why Is a Specialty Consultation Required?	Benecard Central Fill requires a medication consultation for all specialty medications. This is in adherence to URAC (Utilization Review Accreditation Commission) accreditation standards. During a consultation, a pharmacist or nurse assesses patient needs, provides personalized education, and ensures understanding of medications, side effects, interactions, adverse reactions, and the treatment plan. The first consultation is the most comprehensive, covering all initial information. Follow-up consultations are shorter, focusing on therapy tolerance, patient questions, shipping, and special handling (e.g., refrigeration). A more in-depth review occurs annually to monitor patient outcomes. All consultations are strictly confidential.
Why do I have to fill my prescription at Benecard Central Fill?	By filling these medications at Benecard Central Fill we are able to provide the most cost savings for members and oversee any monitoring that is required. We are also able to ensure timely and reliable delivery. This ultimately aims to improve both cost effectiveness and patient care.
What is a Limited Distribution Drug?	Certain medications are only able to be dispensed from a limited network of pharmacies. This is determined by the manufacturer due to the drug requiring specialized handling, monitoring or administration. If the member is on a limited distribution medication, Benecard Central Fill will assist in transferring the prescription to the preferred in-network pharmacy.
How can I contact BeneCard Central Fill?	You can contact our mail order pharmacy at 1-888-907-0070.

For onsite support, the BeneCard team is available Monday, Tuesday, Thursday, and Friday from 9AM to 4PM in the Benefits & Wellness office #1-182B at 5775 Osceola Trail, Naples, FL 34109. To schedule an appointment please email us at collieronsitesupport@benecard.com.