



What are specialty drugs?

Facing a diagnosis of a chronic disease or managing a complex health condition can be challenging. The Serve You DirectRx Specialty Pharmacy (**DirectRx Specialty**) team is experienced and knowledgeable in supporting and treating patients with complex health conditions. We are committed to improving outcomes, providing benefit assistance and acting as your advocate so you can live well with less worry.

Continued advances in drug development technology and design have resulted in a fast-growing category of prescription medications called specialty drugs. Specialty drugs have the following characteristics:

- Treat complex and often costly medical conditions such as: cancer, rheumatoid arthritis, multiple sclerosis, hepatitis C, and pulmonary hypertension
- Are often injected or infused (IV) medicines, but may also be taken orally
- Require close monitoring of response to drug therapy
- May require individualized dosing, medical devices to administer the medicine, and/or special handling and delivery
- Require additional education for safe and cost-effective use

What makes specialty drugs different?

Because specialty drugs typically require special handling, administration or monitoring, it's also more likely they will require special approval to order, and you may need to obtain them through a specialty pharmacy.

How do I know if the medication my doctor prescribed is a specialty drug?

For a list of the most common specialty drugs visit serveyourx.com. Click on the *Members* link at the top of the page and scroll down to the



Preferred Drug List section and click on the *Specialty Drug List*. This is not a complete list of specialty drugs and listing is not a guarantee of coverage. Selected drugs on the list may be excluded under your specific plan design and/or may be subject to quantity limitations or Prior Authorization. For more information, refer to your Summary Plan Description or contact Serve You Rx customer service at **800-759-3203**.

What does "PA" mean after the name of the specialty drug my doctor prescribed?

Your plan may require Prior Authorization (PA) to ensure medications are used in the most appropriate cases and dosages as recommended by the U.S. Food and Drug Administration (FDA). Under Prior Authorization, medical necessity is confirmed before benefit coverage is approved and the prescription is dispensed. When a medication requires Prior Authorization, the pharmacy computer will receive an electronic message that lets the pharmacist know that Prior Authorization is required. Additional patient health information is needed before the prescription

is approved and dispensed by the pharmacy. This information is supplied by the prescribing physician in coordination with the dispensing pharmacy and is forwarded to Serve You Rx for an expedited review by clinical pharmacy staff.

What does “LD” mean after the name of the specialty drug my doctor prescribed?

“LD” stands for “Limited Distribution.” Certain drugs have more specific requirements for distribution and thus can only be ordered from one or a limited number of specialty pharmacies across the country. Physicians who prescribe Limited Distribution drug therapies generally know where to send prescriptions for these drugs; if not, Serve You Rx customer service has the name and telephone number where each Limited Distribution drug can be obtained.

Can I get a 90-day supply of specialty drugs like my other medications?

Most plans limit specialty drug dispensing to a 30-day supply per fill. Check your plan details to be sure, or contact Serve You Rx customer service for more information.

PREFERRED SPECIALTY PHARMACY PROVIDERS

Specialty pharmacies specialize in the delivery and clinical management of specialty drugs.

DirectRx Specialty is your preferred specialty pharmacy provider.

DirectRx Specialty offers distinct advantages—convenience, peace of mind, and the enhanced support necessary to maximize the benefits of your specialty drug therapy. This includes:

- Free delivery of medications, often with next-day delivery, in confidential, tamper-evident and weather-resistant packaging to your home or physician’s office or other health care site for administration

- Supplies, at no cost, including syringes, alcohol swabs, and sharps kits, if required
- Pharmacists available by phone 24/7 for consultation from the comfort of your home
- Educational materials and ongoing support to help you manage your health
- Access to a patient care coordinator, who is at the ready to:
 - > Answer questions, check on how you are feeling, and monitor your treatment
 - > Schedule medication deliveries and help track and order supplies
 - > Work with your doctor to obtain any needed prescription authorizations
 - > Provide details and information regarding outside programs you may be eligible for that offer additional care, financial assistance and support

GETTING STARTED IS EASY!

Simply call Serve You Rx at **800-759-3203** and inform the customer service representative that you would like to transfer your prescription. Provide your current pharmacy’s phone number and the prescription name and number located on your medication label. We will take care of the rest. You can also contact your doctor’s office and ask that they call in any new medication or refill prescription orders to **800-759-3203** or fax **866-494-0364**.

Should you have further questions about specialty drugs or your pharmacy benefit, please contact Serve You Rx at **800-759-3203**.