



Specialty Pharmacy Frequently Asked Questions (FAQs)

Which specialty drugs are currently covered under the specialty pharmacy benefit only?

Our Specialty Drug List contains all of the drugs that are currently covered under the specialty pharmacy benefit.

Are there any specialty drugs that cannot be obtained from the two preferred vendors, Caremark Specialty Pharmacy Services and Village Fertility Pharmacy?

There are only a few limited-distribution drugs on the specialty drug list that are distributed through other pharmacies. If you take one of those medications, you should still request it by contacting Caremark. They will handle the transfer of the request/prescription to the appropriate distributor.

Will some specialty drugs still be covered under the medical benefit if my group no longer has pharmacy benefits through BCBSRI?

Groups that do not have pharmacy coverage through BCBSRI will continue to have coverage under the medical benefit for specialty drugs provided in a physician's office or in another healthcare setting.

How will this benefit be administered for out-of-state members?

The specialty benefit is provided through your pharmacy coverage. Caremark Specialty Pharmacy Services and Village Fertility Pharmacy deliver the medication directly to your home, doctor's office, or other specified location.

Are there any providers who are not required to use the specialty pharmacy network?

Drugs provided as part of hospital-based services or by a renal dialysis center are excluded from the specialty pharmacy network requirement. All other providers, including physicians, home infusion providers, and physician-owned infusion suites, are required to use the specialty pharmacy network.

Will my out-of-pocket expense change as a result of the specialty pharmacy benefit?

In some instances, there will be a change to your out-of-pocket expense for these medications. You will pay a drug copayment for the specialty drug, which generally will equal your highest tier prescription copayment.

Today (for the most part), there is no copayment if you receive a drug from a home infusion provider. Going forward, members who have the specialty pharmacy benefit will have a prescription copayment for these medications.

Will there be separate pharmacy networks for retail pharmacies and specialty pharmacies?

There is only one pharmacy network for commercial members. Effective January 1, 2008, the pharmacy network consists of the retail pharmacies and our two preferred specialty pharmacies.



Beginning in April 2008, for members who have the specialty pharmacy benefit and in order to receive the maximum benefit, one of the two preferred specialty pharmacies must be used to obtain any drug on the specialty drug list.

What happens if I'm not home when the medication(s) is/are delivered?

The delivery carrier (e.g., FedEx or UPS) is routinely required to obtain a signature before leaving the package. If there is no one home to receive the medication, a notice is left regarding rescheduling the delivery. Also, product packaging contains the manufacturer's recommendations to ensure maximum stability at various temperatures.

If a drug is delivered to my home or my provider's office, and for any reason (e.g., heat, cold, time, etc.) the drug can't be administered, do I have to pay another copayment for the replacement drug?

If you cannot take the drug because it was damaged during shipment, it will be replaced at no additional cost to you.

How do I get approval of an additional supply of the drug I'm taking?

The specialty pharmacy will contact you prior to shipping to arrange a mutually agreed upon date/time and location. Any additional supply of the drug, beyond what was prescribed, will require a new prescription with the new dosage/directions.

How do I return drugs that I don't need?

Once a drug leaves the pharmacy, it is prohibited by law from being returned for reuse.

What happens if the pharmacy doesn't have enough of the drug on hand to fill the prescription?

If needed, the pharmacy will make arrangements to obtain the necessary supply from another pharmacy.

What is the enrollment procedure for the specialty pharmacies? (e.g., what forms should be filled out, when do I submit payment, how are subsequent orders submitted, etc.)

The specialty pharmacy's customer service area takes referrals from physicians and nurses, as well as member self-referrals. They then verify eligibility, product coverage, and payment with BCBSRI. The product is delivered by courier service, such as FedEx, to ensure appropriate delivery. Patients receiving medication from a specialty pharmacy are proactively contacted in advance of going through their medication supply to determine their medication needs and schedule the next shipment.

How do the pharmacies bill members for their copayments?

Payment is required before medication is delivered. The pharmacies accept Visa, Mastercard, Discover, American Express, cash, and checks.



Some prescription drugs can be obtained through mail order in 90-day supplies. Does this apply to specialty drugs, too?

BCBSRI changed its specialty pharmacy network on January 1, 2008, and it no longer includes specialty prescriptions filled through PrecisionRx's specialty unit, called Precision Specialty. Prior to that, members were able to receive a 90-day supply of specialty medications. Prescriptions for medications on the BCBSRI specialty drug list that are filled at a participating specialty pharmacy will only be for a 30-day supply. This allows the specialty pharmacy to provide customized services and patient education on an ongoing basis. Specialty drugs that are not on the BCBSRI specialty drug list can be filled at the specialty pharmacy or any of the network retail pharmacies.

Can non-specialty drugs be obtained through the specialty pharmacy?

The specialty pharmacies are structured to support those diseases for which specialty drugs are used. Therefore, they do provide some non-specialty drugs commonly used in the management of those conditions. Generally, they don't stock medications used to treat other diseases.

Is prior authorization required if I am already taking the drug?

Prior authorization is required for applicable drugs for any member with the specialty pharmacy benefit, regardless of prior use. The specialty pharmacy will coordinate the necessary documentation for authorization with the prescribing physician or provider.