

Specialty Pharmacy

Step-by-Step Guide

Getting your medicine from a Specialty Pharmacy is easier than it might seem. This tool includes simple steps to help you access your medicines as easily as possible.

While not all Specialty Pharmacies are the same, the steps below explain how they generally work.



Brought to you by
Ipsen Biopharmaceuticals, Inc.

The IPSEN CARES program is staffed by dedicated Patient Access Specialists who can help eligible* patients navigate the treatment process.

IPSEN CARES Patient Support Program*

Call 1-866-435-5677 or visit www.ipsencares.com to learn more.

STEP 1

Choosing a Specialty Pharmacy

Your insurance carrier and your provider will identify a Specialty Pharmacy to meet your needs

What you can do

Follow your provider's instructions and ask your provider any questions you have

STEP 2

Sending your prescriptions to a Specialty Pharmacy

Your HCP will triage your prescription to a Specialty Pharmacy

STEP 3

Pharmacy consultation

The Specialty Pharmacy may call you from a 1-800 toll-free number to get information and answer any questions you have

What you can do

We suggest you find time to speak with the Specialty Pharmacy by phone and use that time to ask any questions you have

STEP 4

Your prescription is filled

- In order to fill your prescription, your Specialty Pharmacy will verify your insurance and bill the insurance company directly
- Ask your provider about our IPSEN CARES patient support program* that can confirm insurance eligibility and identify financial assistance options that may be right for you

STEP 5

Your prescription is shipped and delivered

- The Specialty Pharmacy will contact you or your provider to set up delivery
- The Specialty Pharmacy will also collect any required copayment or co-insurance
 - Please note that you may qualify for financial assistance
- Your prescription will then be delivered to your home or provider's office

What you can do

Keep track of your delivery time and location. If the prescription will be delivered directly to you, make sure you will be home to accept it. If it will be shipped to your provider's office, make sure someone will be available to accept it

STEP 6

Your Prescription Refills

Each Specialty Pharmacy has a different policy on refills. Make sure you are familiar with all of your options. In many cases, your Specialty Pharmacy can set up reminders to contact you when your medicine is ready to be refilled or shipped

*IPSEN CARES serves as a central point of contact between patients and caregivers, healthcare providers, insurance companies, and Specialty Pharmacies. IPSEN CARES also provides patient access support, including information about financial assistance options. Visit www.ipsencares.com.

Answers

to Your Specialty Pharmacy Questions

What is a Specialty Pharmacy?

- A Specialty Pharmacy supplies medications that are not typically available at a local pharmacy

When is a Specialty Pharmacy typically needed?

- When a drug requires special handling, such as refrigeration
- When a drug is not typically stocked by retail pharmacies
- When a drug has special Food and Drug Administration requirements
- When a drug must be specially mixed and used within a narrow window of time

How can I access my Specialty Pharmacy?

- Specialty Pharmacies rarely have public access and typically ship out prescriptions directly to your home or your provider's office. You can expect to communicate with your Specialty Pharmacy by phone

What if I have questions about my prescription?

- Specialty Pharmacies provide a customer service number
- The Specialty Pharmacy may call you after receiving your prescription from your provider and before shipping so that you can ask questions

What kind of information will the Specialty Pharmacy need from me?

- Prescription number
- Name, insurance plan, and member number
- Days and hours that you or your provider will be able to accept delivery

Do I have to pay up front?

- The Specialty Pharmacy will collect any required copay or co-insurance obligations that you may have prior to shipment
- Most of the time, you will be asked to pay for your medicine with a credit or debit card

What if I cannot afford my prescription?

- Most Specialty Pharmacies will look up copay and other assistance options that you may qualify for. It's a good idea to confirm that they have checked all available assistance programs
- If you do not have insurance, the Specialty Pharmacy can see if you qualify to receive the medicine at no cost

What if my insurance denies payment?

- The Specialty Pharmacy may contact you or your provider to help submit an appeal

What other information should I discuss with the Specialty Pharmacy?

- Any allergies you have
- Other medications you are taking
- Any recent health or medication changes
- If you will be traveling and won't have access to your medication
- If you change jobs or health insurance plans