
Frequently Asked Questions

About Prime Therapeutics Specialty Pharmacy (Prime Specialty Pharmacy)

What is Prime Specialty Pharmacy?

Prime Specialty Pharmacy helps people with complex conditions get the specialty medicine they need. Our staff also helps people living with specialty conditions understand and manage the health insurance for their specialty medicine.

What are specialty medicines?

Specialty medicines are prescribed to treat complex and long-term conditions. Specialty conditions include multiple sclerosis, hemophilia, rheumatoid arthritis and others. These high-cost medicines are not usually available at a retail pharmacy. In addition:

- They may be injected or infused (but some may be taken by mouth)
- They may have unique storage and/or shipment requirements
- People who take them may need extra education and support from a health care professional

How will I know if Prime Specialty Pharmacy offers the specialty medicine I need?

Log on to your insurance plan's website to see a list of the medicines that Prime Specialty Pharmacy provides.

What makes Prime Specialty Pharmacy different from other specialty pharmacies?

We're committed to helping you get the medicine you need to feel better and live well. We want to help you get the best results from your medicine therapy.

- **Medicine:** We package your medicine carefully for special handling and temperature control. The package will include all the supplies you need. We will ship your medicine and supplies on time, where and when you need them.
- **Insurance:** We'll also help you manage your health insurance for your specialty medicine. We'll help you understand your benefits. We take care of billing your insurance company.
- **Support:** You'll have the support of a skilled care team that includes nurses, pharmacists and a Prime Specialty Pharmacy care coordinator. We understand your condition and its treatment. We're as close as your phone – and we make sure that you have the information and support you need.

How do I enroll with Prime Specialty Pharmacy?

Call **877.627.MEDS (6337)**, 8 a.m. to 8 p.m. Eastern Time, Monday through Friday. Our staff will ask for the information needed to get you started. Have your health plan member identification (ID) card handy. You will also need to give us information about your prescription and the doctor who prescribed it.

How do I get my medicine?

We ship your medicine by UPS standard delivery or next-day air. All of your specialty medicines are packaged for special handling and temperature control. Packages are labeled in a way that protects your privacy. You decide where your medicine is delivered: to your home, doctor's office or other location.

What about refills?

Your care coordinator calls you to schedule your refill delivery based on the care plan your doctor gave you. We take care of arranging the delivery.

What if I have questions?

Call **877.627.MEDS (6337)**, 8 a.m. to 8 p.m. Eastern Time, Monday through Friday. One of our specialty pharmacy staff members will be happy to help you.