



Aetna Better Health[®] of Maryland

Specialty Pharmacy Network Frequently Asked Questions

- **What is a Specialty Drug?**

A drug that is used to treat a specific disease which requires special handling and care support.

- **What is a Specialty Pharmacy?**

A Pharmacy that does the special handling and care support for Specialty Drugs. This type of pharmacy can offer services to members to help support their complex diseases. The Specialty Pharmacy will provide the following:

- Support of providers who specialize in specific complex disease, any time day or night.
- Emergency pharmacist consultations available 24 hours a day, 7 days a week.
- Special handling and delivery of injectable, infused and select oral medications

- **How can I get my Prescription delivered?**

Your prescription can be delivered to many locations like your home, your provider's office or any pharmacy in the network (CVS or Target locations) for pick up.

- **What drugs are covered through a Specialty Pharmacy within the Network?**

Review the Specialty Drug List to see if your drug is on the list.

- **What will occur if I try to fill a drug on the Specialty List at a Pharmacy not in the Specialty Network?**

Specialty medications will be payable through CVS Specialty Pharmacy. Other pharmacies will not be authorized to dispense and the claim will reject.

- **What to do if my current Pharmacy is NOT on the Specialty Pharmacy list?**

You can call CVS Specialty Pharmacy at **1-800-237-2767** and they can assist in helping you.

- **Can my Pharmacy join the Specialty Pharmacy Network?**

No, Aetna Better Health Specialty Drugs are filled by CVS Specialty Pharmacy.

- **Can non-Specialty Drugs be obtained at a Specialty Pharmacy?**

Generally, the Specialty Pharmacies only support specialty drugs for certain diseases and do not usually stock other traditional medications.

- **How can I opt out of the Specialty Network?**

We do provide a way to opt out of the Specialty Network if it is not for you. Please call Members Services at **1-866-827-2710** to opt out.

- **What days' supply will I be allowed to receive from a Specialty Pharmacy for my prescriptions?**

The Specialty Pharmacy will allow 30 days' supply of your drugs.



- **What if I have an emergency and need the medication right away?**

You can call the number given to you during the **onboarding process** for further help or call CVS Specialty at **1-800-237-2767**. You will be able to get your medication in a timely manner.

- **I have received a damaged shipment. What do I do to get a new prescription for my medication?**

You can call for help at **1-800-237-2767**. You will be able to get your medication in a timely manner.