

Specialty Pharmacy Mandates: Common Questions and Answers

1. What is a specialty pharmacy mandate?
 - A specialty pharmacy mandate is a rule made by insurance companies. This rule says a patient must get certain medications from certain pharmacies. These pharmacies are sometimes located out of state, but they can mail your medications to your home.
2. Which medications are “specialty” medications?
 - Specialty medications are used for complex or rare diseases. They may have special directions or cost a lot of money.
3. How does my insurance decide which medications are “specialty”?
 - Every insurance company decides which medications they will pay for. Of these, insurance companies have a list of medications that they consider “specialty.”
4. Can I “opt out” and fill my medication at a different pharmacy?
 - You can call your insurance to ask for a one-time “override.” This override allows you to fill your medication at the pharmacy of your choice. That way you can have it before you leave the hospital.
5. What do I need to do to get an override?
 - You can use the wording below to ask your insurance company for an override:

*“Hi, My name is **(your name)**. My date of birth is **(date of birth)**. I am asking for a one-time override fill at **(local pharmacy)**. I just had a **(organ transplanted)** transplant. I need these medications **(say names of medications)**. I need them filled as soon as possible, so I can go home from the hospital. Please send this message to the account manager to approve this one-time override request. This is the only way I can leave the hospital safely.”*
 - If the insurance representative cannot complete your request, ask to speak to a supervisor. Some new employees may not be aware of the

option to allow an override. It usually takes a few hours to get this override.

- The insurance companies asks that the patient or a caregiver also call the specialty pharmacy directly. This is so they can go over special instructions about the process.
 - This process may be hard. Let the insurance company or the specialty pharmacy know how you feel. They may be able to improve their process.
6. What should I do if my insurance company does not allow an override?
- If the insurance company does not allow the one-time local fill or you are due for your next month's supply, you will need to call your specialty pharmacy. Before you call, you will need to have the information below on hand:
 - Patient name
 - Date of birth
 - Medication name and dose
 - How much medication you have left
 - Full mailing address for medication delivery (no P.O. box allowed)
 - Any special mailing needs (for example: signature needed, overnight shipping or expedited delivery)
7. Are there any resources if I cannot afford my medication?
- Here are websites that may help reduce the cost of your medications. Ask your Transplant Team to help you fill out the forms for these websites. These forms may ask questions about your income to see if you are able to get assistance.
 - [RxAssist - Patient Center \(www.rxassist.org/patients\)](http://www.rxassist.org/patients)
 - [Prescription Assistance Programs | Transplant Families \(www.transplantfamilies.org/prescription-assistance-programs\)](http://www.transplantfamilies.org/prescription-assistance-programs)
 - [GoodRx \(www.goodrx.com\)](http://www.goodrx.com)
 - [Medicine Assistance Tool \(MAT\) \(https://mat.org/\)](https://mat.org/)

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