



Specialty Pharmacy

If you have a long-term health condition that needs to be treated with complex drugs, our specialty pharmacy is here for you. You'll get the medicine you need and support to manage your condition.



BlueCross BlueShield
of Georgia

What is a specialty pharmacy?

A specialty pharmacy provides medicine for people with long-term health conditions. Specialty drugs come in different forms like pills or liquids. And some need to be injected, infused or inhaled. These drugs often need special storage and handling and may be given to you by a doctor or nurse.

The specialty pharmacy is for people with conditions that include:

- Asthma
- Bleeding disorders
- Cancer
- Crohn's disease
- Cystic fibrosis
- Growth hormone deficiency
- Hepatitis
- HIV/AIDS
- Iron overload
- Living with a transplant
- Multiple sclerosis
- Psoriasis
- Pulmonary arterial hypertension
- Rheumatoid arthritis
- Respiratory syncytial virus (RSV)

Your specialty pharmacy team.

You don't have to manage your health condition alone. Our team of experts is here to help you get the best results from your treatments.

- Pharmacists can explain your condition, how your drugs work and possible side effects. They can also answer urgent drug questions after hours.
- Nurses help you stay on track with your medicine. They make sure you're taking it just how the doctor prescribes. They can also help you deal with your side effects.
- Plus, the pharmacy has a team that can answer questions about insurance, paying for your medicine, refilling drugs and much more.

The Specialty Pharmacy drug list

Log on to bcbsga.com to view/download the Specialty Pharmacy drug list.

Getting started with the specialty pharmacy.

Our specialty pharmacy is Accredo, which is part of Express Scripts. Express Scripts is the company that manages and processes drugs for your health plan.¹

Your plan may require you to use Accredo. Other plans let you choose from a list of specialty pharmacies, including Accredo. You can visit bcbsga.com or call the phone number on your member ID card to be sure.

You can easily switch to Accredo with a simple phone call or fax. A care representative will work with you and your doctor and start the arrangements to move your specialty prescriptions.

Call: 800-870-6419, Monday through Friday, 8 a.m. to 11 p.m., Eastern time and Saturday, 8 a.m. to 5 p.m., Eastern time.

Fax: 800-824-2642. Ask your doctor to fax your prescription(s) and a copy of your member ID card.

A care representative will call you back to arrange for delivery of your medication on a day that is convenient for you.

Accredo and the specialty pharmacy network apply to drugs covered under the pharmacy benefit only.

Ordering refills.

Once you're ready to refill your medicine, you can place your order online or on the phone.

Online: Visit bcbsga.com.

- Log in and under Useful Tools, click **Prescription Benefits** then click Order a Refill. You will be sent to the Express Scripts website.
- Choose the drugs you want to refill and click **Add Refill to Cart**.
- Review the order, shipping method, payment and other details. Make changes if needed.
- **Click Place My Order.**

By phone: Have your member ID card and prescription number ready. Call 800-870-6419 and choose "Place a Refill Order" from the menu. Or press zero any time to speak with someone. If you are speech or hearing impaired, call 800-955-8770 (TTD/TTY). Follow the prompts to place your order.

¹To better understand your specialty pharmacy drug coverage, please see your Summary of Benefits or call the phone number on your member ID card.

A note about your pharmacy information on the web:

The first time you're sent to the Express Scripts website you'll go through a brief registration to set your preferences for email and privacy. You'll do this only once.

Please do not go directly to the Express Scripts website. The only way to make sure you're viewing your pharmacy information correctly is by logging in to bcbsga.com first.