

# A PATIENT'S GUIDE TO SPECIALTY PHARMACIES

# WHAT IS A SPECIALTY PHARMACY?



Complex conditions, such as multiple sclerosis (MS), require treatment with high-cost drugs that often need to be monitored more carefully than traditional drugs, and are therefore categorized as specialty medications.

These drugs are distributed by specialty pharmacies, which work to coordinate the delivery, storage, and distribution of medications. This can provide you additional assistance with the complicated process of getting your medication. Specialty pharmacies also offer additional support services. Please keep in mind that your doctor is always your primary resource when it comes to relapsing MS and your treatment.

## HOW DO SPECIALTY PHARMACIES HELP PATIENTS WITH MS?



While a retail pharmacy mainly focuses on filling prescriptions, some specialty pharmacies also provide patients with MS patient education, patient monitoring, and medication management. A specialty pharmacist is typically familiar with the many medication options for relapsing MS. They can provide additional help regarding the medication prescribed by your provider while also helping to simplify the therapy process for you.

Your specialty pharmacists can work with your insurance company, neurologist, and case manager coordinator to become the point of contact for some of the questions you may have about MS and your therapy. They can use their knowledge to offer guidance and personalized support during the process of obtaining and taking your medication according to your doctor's instructions. Some of the services may include

- Helping with insurance and assisting you in filling out the necessary paperwork
- Assistance with administration of your medication
- Documenting your response to medication and any relapses that may occur, and then sharing that information with your doctor
- Discussing medication adherence
- Offering specialized disease-state programs

Please keep in mind that your doctor is always your primary resource when it comes to relapsing MS and your treatment.





# YOUR SPECIALTY PHARMACY CARE TEAM



Through your specialty pharmacy, you may also have access to a care team made up of nurses and pharmacists. This team can provide you with additional help and typically can be reached by phone 24/7. Personalized services may include

- Sending you a reminder to refill your prescription
- Assisting with scheduling appointments at infusion sites
- Providing information on side effects of your medicine
- Providing you with educational materials and lifestyle tips when you have questions
- Working with you and/or your case manager coordinator to find the appropriate financial assistance program within your health plan

## HOW TO GET THE MOST OUT OF YOUR SPECIALTY PHARMACY



If you want to learn more about your specialty pharmacy, you can call your doctor or contact your insurance company or case manager coordinator for more detailed information. You can also visit the pharmacy's website to read about the services that are available to you.

Be sure to ask your care team about all of their financial assistance programs so they can help you apply to the options you are qualified for. Each specialty pharmacy may offer different services, some of which may include

- Copay support that can reduce your out-of-pocket costs when you visit your doctor
- Applications from drug companies and nonprofit organizations for financial assistance to patients who qualify
- A prior authorization form that gives you permission to get your medication and is sent to your insurance company to help reduce the total cost of your drugs





Many drug companies offer patient assistance programs for treatments if you cannot afford them. Check with the companies to see if you are eligible for assistance. If you are taking a Biogen treatment, you can contact Above MS™ by calling **1-800-456-2255**, Monday to Friday, 8:30 AM to 8 PM ET, or visiting **AboveMS.com** for more information.



Open communication with your specialty-pharmacy care team is important regarding your treatment. Be sure to talk about any issues with your medication and its side effects, including relapses, as well as financial or general health questions you may have. Please keep in mind that your doctor is always your primary resource when it comes to relapsing MS and your treatment.