

Specialty Pharmacy

Step-by-Step Guide to Getting Your Medication

Accessing your medicine from a specialty pharmacy is easier than it might seem. This tool includes simple steps to help make the process as easy as possible.

While not all specialty pharmacies are the same, the steps below explain how they generally work.



IPSEN CARES is staffed by dedicated Patient Access Managers who can help eligible patients navigate the treatment process.

Call 1-866-435-5677 or visit [IPSECARES.com](https://www.ipsecares.com) to learn more.

STEP 1

Choose a specialty pharmacy

Your insurance carrier and your provider will identify a specialty pharmacy that meets your needs

STEP 2

Your prescription is sent

Your doctor will triage your prescription to the specialty pharmacy

STEP 3

Speak with the specialty pharmacy

The specialty pharmacy may call you for information and answer your questions

STEP 4

Your prescription is filled

The specialty pharmacy will verify your insurance and bill the insurance company directly

STEP 5

Your prescription is shipped and delivered

- The specialty pharmacy will contact you or your doctor to set up delivery and collect any required copay or co-insurance
 - You may qualify for financial assistance
- Your prescription will then be delivered to your home or doctor's office

STEP 6

Refill your prescription

When it's time for a refill, be aware that the refill process varies by specialty pharmacy

Follow your doctor's instructions and ask them your questions

No action required. Your doctor handles this step.

Write down your questions in advance and be prepared to answer the specialty pharmacy call to avoid shipment delays

Ask your doctor about our IPSEN CARES Patient Support Program that can confirm insurance eligibility and identify financial assistance options that may be right for you

Keep track of your delivery time and location. If the prescription will be delivered directly to you, make sure you will be home to accept it. If it will be shipped to your doctor's office, make sure someone will be available to accept it

Make sure you are familiar with all of the refill options and processes your specialty pharmacy offers

What you can do

Frequently Asked Questions

About Specialty Pharmacies

What is a specialty pharmacy?

- A specialty pharmacy supplies medications that are not typically available at a local pharmacy. The medication will be mailed to your prescriber's office or directly to your home

When is a specialty pharmacy typically needed?

A specialty pharmacy is typically needed when a medication:

- requires special handling, such as refrigeration
- is not typically stocked by local pharmacies
- has special Food and Drug Administration requirements
- must be specially mixed and used within a narrow window of time

How can I access my specialty pharmacy?

- Specialty pharmacies rarely have public access and typically ship out prescriptions directly to your home or your provider's office. You can expect to communicate with your specialty pharmacy by phone

What if I have questions about my prescription?

- Specialty pharmacies provide a customer service number
- The specialty pharmacy may call you after receiving your prescription from your provider and before shipping so that you can ask questions

What kind of information will the specialty pharmacy need from me?

- Prescription number
- Name, insurance plan, and member number
- Days and hours that you or your provider will be able to accept delivery

Do I have to pay up front?

- The specialty pharmacy will collect any required copay or co-insurance obligations that you may have prior to shipment
- Most of the time, you will be asked to pay for your medicine with a credit or debit card

What if I cannot afford my prescription?

- Call IPSEN CARES to learn more about financial assistance support options that may be available
- Most specialty pharmacies will look up copay and other assistance options that you may qualify for. It's a good idea to confirm that they have checked all available assistance programs
- If you do not have insurance, the specialty pharmacy can see if you qualify to receive the medicine at no cost

What if my insurance denies coverage?

- The specialty pharmacy may contact you or your provider to help submit an appeal

What other information should I discuss with the specialty pharmacy?

- Any allergies you have
- Other medications you are taking
- Any recent health or medication changes
- If you will be traveling and won't have access to your medication
- If you change jobs or health insurance plans