



Walgreens
Specialty Pharmacy

Welcome guide

We're by your side,
every step.



It's nice to meet you.

You're getting this booklet because your healthcare provider prescribed a specialty medication for you. Walgreens Specialty Pharmacy not only fills your prescriptions, we're also experts in helping you manage your medication and the condition it treats.

How are specialty medications different?

Specialty medications are used to treat chronic, complex or rare conditions such as cancer, infertility, HIV, cystic fibrosis, rheumatoid arthritis and others. Compared to everyday medications, they may be:

- More costly
- Taken through a tube into a vein (infused) or by needle (injection)
- Handled or stored in specific ways, such as kept cold
- Taken on a strict schedule

How are we different?

Our job and passion is making sure you have all the support you need, when you need it. To make that happen, we have a team of experts — your Care Team — dedicated to your service.

Your Care Team provides assistance on a range of topics and concerns related to your health and well-being, including:

- Insurance issues
- Finding ways to afford your medication, if needed (financial assistance)
- Staying on track with medication
- Medication side effects, if you have any



Introducing your Care Team



Patient care advocates

- Schedule medication deliveries
- Discuss financial assistance options



Pharmacists

- Answer medication questions
- Explain side effects
- Review your medications



Reimbursement specialists

- Provide information on insurance changes
- Assist with prior authorizations
- Review insurance coverage

How to stay in touch with us >



To check on the status of your prescription, call the Walgreens Specialty Pharmacy that is dispensing your prescription. If you have your prescription bottle, the phone number is on the label.

For medication needs that can't wait, call Walgreens Specialty Pharmacy retail support center at 888-782-8443, Monday through Friday, 8 am to 10 pm (ET).

Needs that can't wait may include:

- Leaving your medication at home while you are on a trip
- A reaction to your medication you didn't expect
- Missing a dose of your medication

For a medical emergency 24/7, call 911.

Connect with us:

- 888-782-8443
- Walgreens.com/Specialty

Follow us:

- Facebook.com/Walgreens
- LinkedIn.com

Tools to help you stay on track

When you are able to stay on the prescribed schedule for your medication with few or no interruptions, it helps the medication work as it should to treat and manage your health condition. With that in mind, we offer tools that make it easier to get your medication, know the status of your prescriptions and keep your refills and doses top of mind.

Medication delivery options

We'll work with you to set delivery days and locations that fit your needs. We can deliver to your home or other location of your choice, or to your neighborhood Walgreens for pickup.*

Refill reminders

To help ensure there are no interruptions in treatment, we'll call you 5 to 7 days before your prescription runs out.

Email and text notifications

So you're in the know at every stage, you can receive emails and text messages about your prescription status.†

Pill Reminder

A convenient tool in the Walgreens App to let you know when it's time to take your medication.



*Delivery to a retail location available where permissible by law.
†Available to select patients/medications. These services require an opt-in.

Bringing hope closer to reality

As we work to help you manage your medication and health condition today, we're also looking to the future. That's why we dedicate support and resources to finding new ways to treat, manage and cure complex conditions, like sponsoring and participating in community walks, testing events and other activities. We're also proud to work with leading groups such as the Cystic Fibrosis Society, KFF's Greater than HIV, The Leukemia & Lymphoma Society, Susan G. Komen and many others.



Helping protect your health with vaccinations

Flu, COVID-19, RSV, pneumonia and other vaccine-preventable illnesses can cause serious problems, especially for people with complex conditions. The pharmacists at your neighborhood Walgreens can help answer any questions you have about vaccines and guide you on which ones you may need based on your health conditions, vaccine history, age and other factors. You can also learn more and schedule an appointment by scanning the code at right or by visiting Walgreens.com/Vaccines.‡



Data rates may apply.

‡Vaccines subject to availability. State-, age- and health-related restrictions may apply.

Providing financial assistance support

Specialty medication can be expensive, but your Care Team is here to help. Specialists on the team can provide information on financial assistance programs that are available to eligible patients. This can help make your medication more affordable and give you some peace of mind.

Financial assistance options may include:

- Manufacturer programs
- Nonprofit foundations
- Local charitable foundations
- Manufacturer free product programs (when applicable)



[§]January 2019 – December 2023 combined across all disease states from Walgreens Specialty Pharmacy data. Not all patients qualify for financial assistance programs.



If you're not satisfied

If you have a complaint about Walgreens Specialty Pharmacy — or have not received satisfactory resolution to an issue — you may speak with a supervisor. The supervisor will investigate your complaint and take appropriate action.

All issues can be escalated to the next level of management, as necessary. As part of our Quality Improvement (QI) Program, all issues are documented and reviewed by appropriate leadership and QI staff.



You may provide information regarding your complaint in writing, by telephone or anonymously. Our contact information is:

ATTN: Consumer Relations

Walgreen Co.
200 Wilmot Rd.
MS 2002
Deerfield, IL 60015

Telephone:

800-WALGREENS (800-925-4733)

If your complaint is not resolved after contacting Walgreens Specialty Pharmacy, you can:

1. Call the following independent organizations that provide accreditation to Walgreens Specialty Pharmacy for meeting certain standards for pharmacy care:
ACHC: 855-937-2242, Monday through Friday, 8 am to 5 pm (ET)
URAC: 202-216-9010, Monday through Friday, 9 am to 5 pm (ET)
2. Contact your state board of pharmacy.

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