



## We are here to help

At UnitedHealthcare, we care about your health and well-being. We believe our Specialty Pharmacy Program will provide quality services and support throughout your treatment. Remember, while our in-network specialty pharmacy, Prescription Solutions can support you in many ways, you need to take your medications as directed, refill your prescription as needed and visit your doctor as appropriate.



Insurance coverage provided by or through: United HealthCare Insurance Company, United HealthCare Insurance Company of New York, or their affiliates. Health Plan coverage provided by or through: United HealthCare of Alabama, Inc., United HealthCare of Arizona, Inc., United HealthCare of Arkansas, Inc., United HealthCare of Colorado, Inc., UnitedHealthcare of Florida, Inc., United HealthCare of Georgia, Inc., UnitedHealthcare of Illinois, Inc., United HealthCare of Kentucky, Ltd., United HealthCare of Louisiana, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., United HealthCare of the Midlands, Inc., United HealthCare of the Midwest, Inc., United HealthCare Mississippi, Inc., UnitedHealthcare of New England, Inc., UnitedHealthcare of New Jersey, Inc., UnitedHealthcare of New York, Inc., UnitedHealthcare of North Carolina, Inc., United HealthCare of Ohio, Inc., United HealthCare of Tennessee, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare of Upstate New York, Inc., United HealthCare of Utah, UnitedHealthcare of Wisconsin, Inc.

M43686 5/08 Consumer © 2008 United HealthCare Services, Inc.

# Specialty Pharmacy Program





## The UnitedHealthcare Specialty Pharmacy Program

Specialty medications are critical to improving the health and lives of individuals – and are also some of the most expensive medications being used today. We want to make these medications accessible and affordable for you and for your employer.

### What is a specialty medication?

UnitedHealthcare defines specialty medications as having one or more of the following attributes:

- ▶ Cost greater than \$250 per prescription
- ▶ Injectable or oral medications, including infusions given in an outpatient setting
- ▶ Treats rare, unusual or complex diseases
- ▶ Requires additional clinical oversight and expertise for best management

## A specialty pharmacy to meet your needs

Using a specialty pharmacy is beneficial because they have the experience in storing, handling, and distributing these unique medications.

Specialty pharmacies also typically provide a higher level of customized care for specialty medications than traditional retail pharmacies. Specialty pharmacists and nurses have additional clinical expertise on the specialty medications and these unusual and complex diseases.

UnitedHealthcare's in-network specialty pharmacy, Prescription Solutions, is your connection to quality, convenient specialty pharmaceuticals. Prescription Solutions provides exceptional services for you including:

- ▶ Efficient prescription dispensing and timely delivery.
- ▶ Pharmacists and licensed health care professionals available 24 hours a day to answer your questions about your medications or your specific health condition.
- ▶ Patient education and care support services with development and monitoring of a care plan, if needed.
- ▶ Medication-related supplies, such as syringes, needles and disposal containers free of charge.
- ▶ Shipping to any location for no additional charge.
- ▶ Prescription shipments mailed in confidential, temperature-sensitive packaging.
- ▶ Refill reminders and overall adherence monitoring.
- ▶ Coaching on our Prescription Drug List including any available lower cost alternatives.

## Getting started at Prescription Solutions

**Step 1** After receiving a prescription for a specialty medication, call Prescription Solutions Specialty Pharmacy at 888-739-5820.

**Step 2** Prescription Solutions will answer questions you have and begin the process of working with you and your health care provider to fill your specialty prescription and support your on-going medication needs.

**Step 3** Prescription Solutions will work with you to schedule your delivery, or even arrange for emergency delivery when necessary.

For questions about using Prescription Solutions Specialty Pharmacy, please call 888-739-5820. Representatives are available 5:00 a.m. through 7:00 p.m. Pacific Time, Monday through Friday. On-call pharmacists are available 24 hours a day, seven days a week.

