

Mercy Care Specialty Pharmacy Network | Answers to common provider questions

1. What is a Specialty Pharmacy?

A pharmacy that meets certain requirements for special handling and clinical support of Specialty medications. They typically offer more clinical services to patients to help support members with more complex conditions.

2. What is the Pharmacy Specialty Network?

A group of pharmacies who have met the requirements of both clinical services and medication handling to dispense the medications on the Specialty Drug List.

3. Which medications are included on the Specialty Drug List?

Please refer to the links below to review if your patient's drug is currently on the Specialty Drug List.

- ACC members can go to www.mercycareaz.org/members/complecare-formembers/pharmacy to see whether their drug is on the Specialty Drug List.
- RBHA members can go to <https://www.mercycareaz.org/members/rbha-formembers/pharmacy>
- LTC members can go to <https://www.mercycareaz.org/members/ltc-formembers/pharmacy>
- DDD members can go to <https://www.mercycareaz.org/members/ddd-formembers/pharmacy>

4. Which pharmacies are on the Pharmacy Specialty Network list?

- **CVS Specialty Pharmacy:** Phone Number: 1-800-237-2767 (toll-free), Fax: 1-800-323-2445.
- **St. Joseph's McAuley Pharmacy:** Phone number: 602-406-3970. Fax: 602-406-7145.

5. When will members be notified?

All members affected by this specialty pharmacy change are receiving a letter advising them of this change in December. Members will also be receiving a phone call from CVS Specialty Pharmacy 5-7 days after the letters are mailed. This will be to register the member with CVS Specialty, help facilitate the prescription transfer process and arrange delivery. An impacted member is one who has filled a prescription within the past four months at a specialty pharmacy location that will no longer be in network effective **February 3, 2020**. The letter advises that:

- They have recently filled a prescription at an out-of-network pharmacy and will need to use an in-network pharmacy starting on **February 3, 2020**.
- The locations of the closest in-network pharmacies and where to find a full listing of network pharmacies online.
- How to transfer their current prescriptions to a new pharmacy.

6. How can my patient fill a prescription at a specialty pharmacy?

Your patient can drop off the prescription at any CVS location (including CVS pharmacies located inside Target stores) or St. Joseph's McAuley Pharmacy (see next page) or you can use the following methods to send in a new prescription if needed:

- **CVS Specialty Pharmacy**
 - Call toll-free at **1-800-237-2767**
 - Fax script to **1-800-323-2445**

Mercy Care/Mercy Care Advantage

4755 S. 44th Place

Phoenix, AZ 85040



- E-prescribe
- Visit the CVS Specialty pharmacy website for an enrollment form and other prescriber information:
<https://www.cvsspecialty.com/wps/portal/specialty/healthcare-professionals/enrollment-forms/>
- **St. Joseph's McAuley Pharmacy**
 - Call 602-406-3970
 - Fax script to 602-406-7145
 - E-prescribe
 - [Visit the pharmacy website for an enrollment form and other prescriber information:](https://www.dignityhealth.org/arizona/locations/stjosephs/services/pharmacy)
<https://www.dignityhealth.org/arizona/locations/stjosephs/services/pharmacy>

7. How can my patient receive their prescription?

Your patient can pick up the prescription at any CVS location (including CVS pharmacies located inside Target stores) have it delivered to their home, have it sent to your office, or another location of their choice. If filling at St Joseph's McAuley Pharmacy the medication can be picked up at this pharmacy or mailed to the location of the member's choice.

8. Can my patient opt out of the Specialty Network?

No.

9. My patient needs their prescription right away and cannot use one of the Specialty Pharmacies in the network. How can they receive it?

Mercy Care has emergency allowances if the situation calls for a fill outside of the network. Contact CVS Specialty Pharmacy at **1-800-237-2767** and they will work to make sure the member gets their prescription filled as soon as possible. Or the member can contact Mercy Care Member Services.

10. My patient has stated they tried to fill a prescription at a Pharmacy and received the following message: "PRODUCT/SERVICE NOT APPROPRIATE FOR THIS LOCATION Use CVS Specialty: MBR CALL 1-800-237-2767". What does that mean?

It means this drug is not being filled within the Mercy Care Specialty Pharmacy Network. To have the claim process, please direct the patient to use a network pharmacy. The phone number (1-800-237-2767) is the CVS Specialty Pharmacy phone number. CVS can help the member register with CVS Specialty pharmacy, assist with the prescription transfer process and schedule delivery.

11. How will my patient get their specialty medication if he/she is assigned to a pharmacy through the Exclusive Provider Program (EPP)?

Your patient will be allowed to fill their specialty medications through CVS Specialty Pharmacy. No additional changes need to be requested to their assigned pharmacy.