



Expert care for
complex conditions

Walgreens



Walgreens Specialty Pharmacy Care Teams are ready to help you 24/7 (shown is the Care Team in Beaverton, Oregon).

For more information about our services as well as educational material on complex conditions, visit [Walgreens.com/Specialty](https://www.walgreens.com/Specialty).

By your side, every step of the way

Welcome to Walgreens Specialty Pharmacy. You're getting this book because your doctor prescribed a specialty medication to treat a complex condition. We understand that living with a complex condition can be stressful and confusing. You should know that Walgreens has a lot of experience helping people manage their conditions and the specialty medications they need. We care about what you're going through, and we're ready to give you the support you need 24/7.

The reasons they're called "specialty medications"

Specialty medications are used to treat chronic, complex or rare conditions like cancer, rheumatoid arthritis, hepatitis C and others. They're different because they may:

- Be given through a tube into a vein in your body (infused), by injection (with a needle) or by mouth (pills)
- Cost more than regular medications
- Have to be handled or stored in specific ways
- Need to be taken on a strict schedule

How Walgreens Specialty Pharmacy makes a difference

Your Walgreens Specialty Pharmacy Care Team gives you the care and support you need, just when you need it. That includes help with:

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



Your Care Team— working together for you

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

Your Care Team includes:

Reimbursement specialists

- Work to make sure your insurance coverage and copays are correct
- Help with the prior authorization process between your insurance and doctor
- Let you know if there are changes to insurance coverage and help solve any insurance problems that may come up

Patient care coordinators

- Schedule medication delivery times and locations that fit your needs
- Work closely with our pharmacists to help them communicate with your doctor
- Partner with our reimbursement specialists to help find ways that may reduce medication copays (financial assistance)

Pharmacists

- Help make sure you know how your medications work
- Walk you through how to take your medications, including how to inject them, if needed
- Look to see if any of your medications may not work well together
- Help you find ways to manage any side effects that are making everyday life harder
- Follow up to see how you are doing with medications and side effects



Caring for your condition— and the whole you

With any complex condition, it's important to take care of any other health concerns you have. It's also important to watch out for and help prevent new illnesses that may come up. To care for the whole you, Walgreens pharmacies and Walgreens Healthcare Clinic have services that help you stay on top of your overall health.*

Easier ways to manage many medications

You may have to juggle a lot of different medications. We can help you find tools to make it easier to stay on track, such as pill boxes, diaries, our mobile app and many more. We'll also let you know when it's time for a refill and help you with your orders.

Convenient delivery options

Getting specialty medications on time is important for your treatment. We'll work with you to set delivery days and locations that fit your needs. We can deliver your medications right to your home or other location of your choice. If you prefer, we can deliver medications to your neighborhood Walgreens pharmacy for you to pick up there.†

Immunizations

The flu, pneumonia or other illnesses can cause serious problems, especially for people with complex conditions. Walgreens specially trained healthcare professionals can help suggest Centers for Disease Control and Prevention (CDC)-recommended vaccinations that are right for you.‡ For more information, visit [Walgreens.com/Immunizations](https://www.walgreens.com/immunizations).



Medical supplies

Canes, walkers, bathroom needs and other supplies are as close as your nearby Walgreens or online. Talk to a team member in any store or see our full selection at [Walgreens.com/HomeMedical](https://www.walgreens.com/HomeMedical).

*Patient care services provided by Take Care Health Services, an independently owned professional corporation whose licensed healthcare professionals are not employed by or agents of Walgreen Co. or its subsidiaries, including Take Care Health Systems, LLC. Walgreen Co. and its subsidiary companies provide management services to in-store clinics and worksite health and wellness centers.

†Dependent upon individual state regulations.

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

The specialty pharmacy Care Team can help identify copay savings opportunities

Recently, a customer living with cancer experienced sticker shock over a newly prescribed medication. When the customer learned the cost was \$2,846 a month—even with insurance—it was devastating.

Fortunately, Walgreens was there to help. Care Team member, Araceli Martinez, identified a nonprofit foundation that offered funds to help pay for the medication based on the customer's financial need and diagnosis. The copay went from \$2,846 per month to \$10 per month.

Of course, \$2,836 in savings isn't usual. But it is usual to get the kind of attention and support that Araceli gives to patients every day.

“The patient was in tears and very happy to be able to get the [financial] assistance approved and receive the medication on time,” Araceli said. “I really love helping people, and I love how patients get really happy and very thankful for our help.”



Consumer complaints

If you have a complaint about services you are receiving from 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 the general manager and QI staff.

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

Walgreens Specialty Pharmacy
130 Enterprise Drive
Pittsburgh, PA 15275

Telephone: 888-347-3416

Doing our part in the fight against complex conditions

Walgreens is committed to helping find new ways to prevent, treat and cure complex conditions. We proudly sponsor walks, testing events and other activities. Walgreens also works with leading groups such as the Kaiser Family Foundation, Cystic Fibrosis Foundation, Living Donor Association, Leukemia and Lymphoma Society, Stupid Cancer and many others.

The Walgreens logo is written in a red, cursive script font.