Expert care for complex conditions
Your Walgreens specialty pharmacy team is ready to help you.

For more information about our services as well as educational material on complex conditions, visit Walgreens.com/Specialty
By your side, every step of the way

Welcome to Walgreens. 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 medication 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, tablets and capsules)
- Cost more than regular medications
- Have to be handled or stored in specific ways
- Need to be taken on a strict schedule

How Walgreens 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 medication, if needed (financial assistance)
- Staying on track with medication
- 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 medication works
- Walk you through how to take your medications, including how to inject, 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 medication 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. Walgreens has services that help you stay on top of your overall health.

Easier ways to manage medication and get the help you need

Walgreens.com:
• Manage your prescriptions as well as family members’ prescriptions
• View your prescription and vaccination history
• Sign up for refill reminders and Auto Refills
• Get your refill status
• Enroll for ExpressPay to pay for prescriptions before you get to the pharmacy
• Chat live with a pharmacy professional with Pharmacy Chat, 24/7
• Connect to area healthcare professionals through Walgreens Find Care®

Walgreens App:
• Set up pill reminders
• Order refills with Refill by Scan
• Submit insurance card by scan
• Request personalized messaging such as refill and prescription status alerts†

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 to your home or other location of your choice, or to your neighborhood Walgreens for pickup.‡

Vaccinations
The flu, pneumonia or other illnesses can cause serious problems, especially for people with complex conditions. Walgreens specially trained healthcare professionals can help suggest vaccinations that are right for you.§ For more information, visit 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.

* Visit Walgreens.com/FindCare/Services for more information, locations where service is available and service fees. Walgreens disclaims all liability for these partner services, which are provided solely by the partners on this page in accordance with their policies and terms. The partner healthcare providers are not agents, employees or affiliates of Walgreens. Services are not available at all locations. By clicking on one of the partner site links, you will be leaving Walgreens.com. For nonemergency conditions only.
† Data and messaging rates may apply.
‡ 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

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

Fortunately, Walgreens was there to help. Care Team member Araceli M. identified a nonprofit foundation that offered funds to help pay for the medication based on the patient’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.”

We helped connect eligible specialty patients to more than $490 million in financial assistance in 2018¹

Consumer complaints

If you have a complaint about services you are receiving from Walgreens 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:

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 at the above phone number, you can:

1. Contact your state board of pharmacy

2. 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
Phone numbers to call for medical emergencies, urgent medication needs and other matters

It’s important for your health to stay on track with your medication. To help make that easier, we want to make sure that you know who to contact and when to call if you have problems or questions about your medication or our services.

For a medical emergency 24/7, call 911.

For medication needs that can’t wait, you can 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

To check on the status of your prescription, log in to your account (or create one) at Walgreens.com or call the pharmacy that is dispensing your prescription. If you have your prescription bottle, you will find the phone number on the label.

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.