

Specialty Pharmacy Frequently Asked Questions (FAQs)

Which specialty drugs are currently covered only under the specialty pharmacy benefit?

Our Specialty Drug List contains all of the drugs that are currently covered under the specialty pharmacy benefit.

Are there any specialty drugs that can't be obtained from the two preferred vendors, Walgreens Specialty Pharmacy and Village Fertility Pharmacy?

There are only a few limited-distribution drugs on the specialty drug list that are distributed through other pharmacies. If you take one of those medications, you should still request it by contacting Walgreens Specialty Pharmacy. They will handle the transfer of the request/prescription.

Will some specialty drugs still be covered under the medical benefit if my group doesn't have pharmacy benefits through Blue Cross?

If you are part of a group that doesn't have pharmacy coverage through BCBSRI, you'll continue to have coverage under the medical benefit for specialty drugs requiring administration by a healthcare provider in a doctor's office or in another healthcare setting.

How do I receive specialty drugs if I live out of state?

The specialty benefit is provided through your pharmacy coverage. Walgreens Specialty Pharmacy and Village Fertility Pharmacy will deliver the medication directly to your home, doctor's office, or other specified location.

Are there any providers who are not required to use the specialty pharmacy network?

If you receive hospital-based services or services from a renal dialysis center, they don't have to receive drugs from the specialty pharmacy network. All other providers—including physicians, home infusion providers, and physician-owned infusion suites—are required to use the specialty pharmacy network.

Will there be separate pharmacy networks for retail pharmacies and specialty pharmacies?

There is only one pharmacy network for members who have their pharmacy benefit with BCBSRI. The network consists of retail pharmacies and our two preferred specialty pharmacies. If you have the specialty pharmacy benefit and want to receive the maximum benefit, you must use one of the two preferred pharmacies for specialty drugs: Walgreens Specialty Pharmacy or Village Fertility Pharmacy.

What happens if I'm not home when the medication(s) is/are delivered?

The delivery carrier (such as FedEx or UPS) is routinely required to obtain a signature before leaving the package. If there is no one home to receive the medication, a notice is left about rescheduling the delivery.

If a drug is delivered to my home or my provider's office and the drug can't be administered, do I have to pay another copayment for the replacement drug?

If you cannot take the drug because it was damaged during shipment, it will be replaced at no additional cost to you.

How do I return drugs that I don't need?

Once a drug leaves the pharmacy, it is prohibited by law from being returned for reuse.

What happens if the pharmacy doesn't have enough of the drug on hand to fill the prescription?

If needed, the pharmacy will make arrangements to obtain the necessary supply from another pharmacy.

What is the process for receiving specialty drugs from a network pharmacy?

The specialty pharmacy's customer service area takes referrals from physicians and nurses as well as member self-referrals. The pharmacy then verifies your eligibility, product coverage, and payment with Blue Cross. The product is delivered by courier service, such as FedEx, to ensure appropriate delivery. The pharmacy will also contact you before your next refill to ask about your medication needs and schedule the next shipment.

How do the pharmacies bill for copayments?

Payment is required before medication is delivered. The pharmacies accept Visa, Mastercard, Discover, American Express, cash, and checks.

Some prescription drugs can be obtained through mail order in 90-day supplies.

Does this apply to specialty drugs too?

Only up to a 30-day supply will be available for medications on the BCBSRI specialty drug list that are filled at a participating specialty pharmacy. This allows the specialty pharmacy to provide customized services and patient education on an ongoing basis.

Can non-specialty drugs be obtained through the specialty pharmacy?

The specialty pharmacies are structured to support those diseases for which specialty drugs are used. Therefore, they do provide some non-specialty drugs commonly used in the management of those conditions. Generally, they don't stock medications used to treat other diseases.

Is prior authorization required if I'm already taking the drug?

Yes, you'll need prior authorization if it is required for your specialty drug. The specialty pharmacy will coordinate the necessary documentation for authorization with the prescribing physician or provider.