

What To Do If You Were on a Specialty Medication in 2022

CVS Specialty® sent any specialty drug prescriptions with refills to Accredo®.

If you DO NOT have refills left:

Contact your doctor. Your doctor can send the prescription directly to Accredo® (preferred)

OR

You can reach out to Accredo® and they can contact (fax) your doctor to get the prescription.

If you have refills left:

Accredo® will reach out to you when it is time to fill your prescription.

- Accredo® will confirm medication you have left and discuss the expected shipping/delivery date.
- TIP: If you urgently need a refill, contact Accredo® or the below Highmark resources.
- Accredo® will discuss any copay assistance programs with you and help you enroll.
- Register at Accredo.com. Highmark may contact you to assist with the onboarding process.
If you need assistance, you may contact HMKOnSite@highmark.com or (844) 945-5509.

If you are in the Lion Traditional plan:

Select drugs are eligible for the Copay Armor program that reduces your out-of-pocket costs. To find out, contact or (844) 945-5509.

If your drug is not eligible, your cost share will be based on the drug tier on the National Select Formulary if you do not use copay assistance.

PillarRx Consulting may contact you to reduce your cost even further than your copay assistance program.

If you are in the Lion Advantage plan:

Copay Armor does not apply, but you may still be able to use copay assistance programs.

If you do use copay assistance programs, only the amount you pay for your prescription will apply towards your deductible/out of pocket.

If you have questions about prescription benefits, contact your Highmark Concierge Team at (844) 945-5509.

Accredo® may ask you if you'd like to enroll in text message notifications or enroll in the web portal to make your future reorders fast and easy. Enrolling in text message notifications requires your cell phone number. Enrolling in the web portal requires your prescription number, name, and date of birth. While on the phone with Accredo®, enrolling is simple and allows you full access to online tools to assist with scheduling refills of your specialty medication. Please note that copay card discounts may not be reflected on Accredo® invoices if the copay card is not on file with Accredo®.

What To Do If You are Newly Prescribed a Specialty Medication in 2023

Your doctor can send the prescription directly to Accredo® (preferred) **OR** You can reach out to Accredo® and they can contact your doctor (via fax) to get the prescription.



Your drug will likely require Prior Authorization. Your doctor will need to submit information to Highmark for the approval. Please note this could take 3-7 days.



Highmark will notify your doctor (by fax) and you (by mail) regarding the approval. If your request is denied, information about next steps will be included in the notification.



Accredo® will reach out to you once the approval is available.

- Accredo® will review your new medication and discuss the expected shipping/delivery date.
- Accredo® will discuss any copay assistance programs with you and help you enroll.
- Highmark may contact you to assist with the onboarding process. **If you need assistance, you may contact Highmark at HMKOnSite@highmark.com or (844) 945-5509.**



If you are in the Lion Traditional plan:

Select drugs are eligible for the Copay Armor program that reduces your out-of-pocket costs. To find out, contact or (844) 945-5509.

If your drug is not eligible, your cost share will be based on the drug tier on the National Select Formulary if you do not use copay assistance.



PillarRx Consulting may contact you to reduce your cost even further than your copay assistance program.



If you have questions about prescription benefits, contact your Highmark Concierge Team at (844) 945-5509.



If you are in the Lion Advantage plan:

Copay Armor does not apply, but you may still be able to use copay assistance programs.

If you do use copay assistance programs, only the amount you pay for your prescription will apply towards your deductible/out of pocket.



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