



Walgreens Specialty Pharmacy and Mail Service Pharmacy

Frequently Asked Questions

What are Specialty Medications?

- Specialty medications are treatments for chronic illnesses that require special handling techniques, careful administration, and a unique ordering process. Specialty medications also include Limited Distribution medications which are certain medications that may have special dosing requirements or need to be monitored closely.

What are Mail Service Medications?

- Your pharmacy benefit includes mail service, offering you convenient delivery of your maintenance medications from Walgreens to the location of your choice. Maintenance medications are used to treat chronic (long-term) conditions. You may receive up to a 90 day supply of medications depending on your pharmacy benefits.

How do I contact you?

Specialty

- Please call us at 888-282-5166 with any questions you may have.
- Or, visit us on the web at www.walgreens.com/specialty

Mail Service (Commercial –Non Medicare)

- Please call us at (866) 352-3230 with any questions you may have.
- Or, visit us on the web at www.walgreens.com/mailservice

Mail Service (Medicare Part D)

- Please call us at (866) 352-3231 with any questions you may have.
- Or, visit us on the web at www.walgreens.com/mailservice

How do I order a new prescription?

Specialty

- Your doctor can fax a new prescription to us at (888) 570-4700. Once the prescription is received we will contact you for any additional information and to schedule delivery.



Mail Service

- Once you are registered for mail service, your doctor can use the prescriber fax form to fax your new prescription to us at (800) 332-9581.
- You can mail in a completed order form along with your original prescription from your doctor to: Walgreens PO Box 29061 Phoenix, AZ 85038-9061
- If your prescriber has the technology to submit prescriptions electronically, request that he or she do so.

How long does it take to receive my prescription?

Specialty

- We ship medications based on your anticipated needs. We will call you each month to schedule a delivery date.
- We ship primarily via FedEx although some medications may be shipped via UPS.

Mail Service

- Please allow 10 business days from the time you place your order until you receive it at the address you specified.
- Walgreens primarily ships through the United States Parcel Service, though we use UPS, FedEx, and other national and regional carriers as appropriate. Within the mail pharmacy, our logic-based shipping software analyzes medication type, weight and destination zip code to select the best delivery method or service available.
- Members have the option to pick Overnight & 2-day shipping for an additional fee
 - Overnight: \$19.95 *
 - 2-Day: \$12.95 *

* Shipping prices may be subject to change by carrier without notification and may vary depending upon weight and zone.

How do I refill my prescription?

Specialty

- You will receive a monthly refill reminder call from us to schedule delivery of your medication refill.
- **By phone:** You may call us at (888) 282-5166 to order your refill.
- **Online:** You can order your refills from www.walgreens.com/specialty once you have set up an account.



Mail Service

- **By phone:** You may call us at (800) 345-1985 to order your refill.
- **Online:** You can order your refills from www.walgreens.com/mailservice once you have set up an account and have filled the prescription with Walgreens.

How much will my prescription cost?

Specialty

- The cost of your prescription is determined by your insurance. We will communicate these costs to you prior to setting up the shipment of your medication.

Mail Service

- The cost of your prescription is determined by your insurance. Most of the time we can answer this when you call us: however, if we do not have the information, we will help direct you to an answer. Because drug pricing can change on a daily basis a final determination of your co-pay cost cannot be made until your claim is processed.
- The cost of your prescription may also vary depending upon the quantity of medication that is prescribed by your physician. Please be sure to advise your physician to prescribe for a 60-day supply (or the amount allowed by your plan).

How can I pay for my prescription order?

Specialty

- We accept all major credit cards: AMEX, Discover, MasterCard and Visa.
- Please call (888) 282-5166 to speak to an agent about paying for your prescription.

Mail Service (Commercial –Non Medicare)

- We accept all major credit cards. AMEX, Discover, MasterCard, and Visa
- We accept check payments, (checks made payable to Walgreens can be mailed in with your order or mailed to Walgreens PO Box 29061 Phoenix, AZ 85038-9061).
- Payment is required at time of order.



- Please call customer service at (866) 352-3230 and select the appropriate prompt for account balance, credit card update, or you can speak with a customer service representative.

Mail Service (Medicare Part D)

- We accept all major credit cards. AMEX, Discover, MasterCard, and Visa
- We accept check payments, (checks made payable to Walgreens can be mailed in with your order or mailed to Walgreens PO Box 29061 Phoenix, AZ 85038-9061).
- Payment is required at time of order.
- Please call customer service at (866) 352-3231 and select the appropriate prompt for account balance, credit card update, or you can speak with a customer service representative.