Patient care guide for specialty pharmacy
I’m very happy to be able to introduce myself and welcome you to AllianceRx Walgreens Prime. I have been a registered pharmacist for more than 24 years, and I am very passionate about caring for people. That passion led me to specialty pharmacy, which focuses on complex conditions such as cancer, heart disease and rheumatoid arthritis.

During my career working with specialty pharmacy patients at Walgreens, I developed a deep understanding of how challenging it can be to live with and manage conditions like these. My experience has shown me that the personal connection between the Care Team and the patient can be just as important to overall well-being as the medication.

Our mission at AllianceRx Walgreens Prime is to make sure that your needs are met with highly personalized care. The members of your Care Team—including pharmacists—are all specially trained to help support you every step of the way, so you can concentrate on your health.

Thank you for allowing us to provide your pharmacy care. If you have any questions or want more information, don’t hesitate to call 855-244-2555 or visit our website at alliancerxwp.com.

Sincerely,

Joel Wright, PharmD
CEO, AllianceRx Walgreens Prime
We’re the specialty pharmacy experts

At AllianceRx Walgreens Prime, we provide our patients with hope and care for better tomorrows. Formed in 2017 by a strategic alliance between Walgreens and Prime Therapeutics, we’re one of the largest specialty and home delivery pharmacies in the country. Our innovative, pioneering approach to provide expert care is among the most unique in healthcare—all with the goal of delivering an exceptional patient experience.

Taking specialty medications

Your doctor recently prescribed you a specialty medication to treat a complex condition. While we understand this can be stressful and confusing, please take comfort in knowing we’re experts at helping patients manage their illness and the specialty medication they depend on.

Specialty medications are used to treat chronic, complex or rare conditions such as cancer, hepatitis C, rheumatoid arthritis and others. These medications have several key differences from retail or home delivery prescriptions, as they:

• Cost more than regular medications
• May have to be handled or stored in a specific manner
• May be taken through a tube into a vein (infused), by injection or orally (pills)
• Need to be taken on a strict schedule

Caring for you

As a specialty pharmacy, we take pride in caring for our patients. That’s why we focus on helping you understand your medication, answer any questions you might have—and most importantly—make sure you receive your prescription when you need it.
Helping you every step of the way

Our dedicated Care Team provides you with assistance and support every step of the way, 24/7. From copay concerns and medication questions to prescription delivery, this collaborative team is proudly working together to serve you:

**Patient care coordinators**
- Partner with our reimbursement specialists to help find ways that may reduce medication copays (financial assistance)
- Schedule medication delivery times and locations that fit your needs

**Reimbursement specialists**
- Contact you if there are changes to your insurance coverage and assist with any potential issues
- Help with the prior authorization process between your insurance plan and doctor
- Make sure your insurance coverage and copays are correct

**Pharmacists**
- Follow up to see how you are doing with your medication
- Make sure you know how and when to take your medication
- Provide direction on how to manage possible side effects
- Review your medications to ensure they work well together
- Train you on how to take your medication (including injections)

We can help you navigate through any health plan or prescription changes that may impact your current therapy—just let us know what questions you have. Additionally, you may authorize a guardian to contact us to receive prescription information on your behalf—ask a member of our Care Team how on your next call.

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Connect with us, 24/7

**Phone**  
855-244-2555

**Website**  
alliancerxwp.com

**Message**  
alliancerxwp.com/contactus

**Social media**
- Facebook.com/alliancerxwalgreensprime
- Twitter.com/alliancerxwp
- LinkedIn.com/company/alliancerx-walgreens-prime
Making it easier

AllianceRx Walgreens Prime provides convenient digital tools, medical services and support to help make it easier to manage your overall health.

One online account does it all
Managing your family’s specialty pharmacy medication is now easier than ever. Our website provides tools and features that allow you to access your prescription information from anywhere—24/7. Once you’ve created your account, these are some of the convenient features at your fingertips:

- **Email notifications.** Receive email notifications about the status of your specialty pharmacy prescriptions. These messages include order confirmation and tracking updates.

- **Online refills.** All of your specialty medications will be listed in your online account. However, only some of these prescriptions may be confirmed online. For those medications that can’t be confirmed online, you can begin the request process from your account.

It’s quick, easy and hassle-free. You’ll need your health plan information to register. Sign up today at alliancerxwp.com/register.

Delivery services
In addition to making sure your medication is shipped on time, AllianceRx Walgreens Prime also provides your choice of delivery location. We make sure you get your specialty prescription when and where you need it, whether shipping your prescription to home, work or even your nearby Walgreens.*

Your medication is packed to ensure any temperature requirements are maintained during shipment. Some medication will be delivered in a cooler box, while other prescriptions that need refrigeration will include multiple ice packs based on temperature requirements. Dispose of your medication box, packing materials and sharps container as appropriate for your local area.

Your refill call
You’ll receive a phone call five to seven days before your medication runs out to schedule a delivery date that is convenient for you. You may be asked additional questions during this call to verify certain information that is needed to complete your refill and ship the medication.

Vaccinations
The flu, pneumonia or other illnesses can cause serious problems—especially for those with complex conditions. Specially trained healthcare professionals at Walgreens pharmacies 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 neighborhood Walgreens or going online. Talk to a team member in any store or see our full selection at Walgreens.com/HomeMedical.

*Not available at all locations due to certain state restrictions.
We can help identify copay savings

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, AllianceRx Walgreens Prime 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.”
Consumer complaints

If you have a complaint about AllianceRx Walgreens Prime—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:

AllianceRx Walgreens Prime
2354 Commerce Park Drive #100
Orlando, FL 32837
Telephone: 855-244-2555

If your complaint is not resolved after contacting AllianceRx Walgreens Prime at the above phone number, you can:

1. Contact your state board of pharmacy

2. Call the following independent organizations that provide accreditation to AllianceRx Walgreens Prime specialty pharmacy for meeting certain standards for pharmacy care:

   ACHC: 855-937-2242, Monday through Friday, 8 a.m. to 5 p.m. ET
   URAC: 202-216-9010, Monday through Friday, 9 a.m. to 5 p.m. ET