



PATIENT CARE GUIDE

Specialty Pharmacy

allianceRx
Walgreens Pharmacy



We're All About You



Whether you're a new patient with us — or it's your first time taking a specialty prescription — your health and wellbeing are the focus of everything we do. While taking a specialty medication may seem complicated, it doesn't have to be. If you need assistance with your medication, our Care Team is ready to help. And our digital tools and 24/7 online service make it easier for you to order and ship your prescription. It all adds up to providing you with hope and care for better tomorrows.

Caring for You

We take pride in caring for you. That's why we focus on helping you understand your medication, answering any questions you might have and supporting your prescription needs.

Helping You

This guide has been developed to provide patients and caregivers with useful information about our pharmacy services. You'll find we're on a mission to make medication management as convenient — and easy — as possible. Please keep this handy booklet for quick reference.



Understanding Specialty Medication

Your doctor recently prescribed you a specialty medication to treat a complex condition. Specialty medications are used to treat chronic, complex or rare conditions such as cancer, infertility, HIV, cystic fibrosis, rheumatoid arthritis and others.

Specialty Medication Differences

- Cost more than regular medications
- Taken by infusion, injection or orally
- Handled or stored carefully

Dedicated Assistance & Support

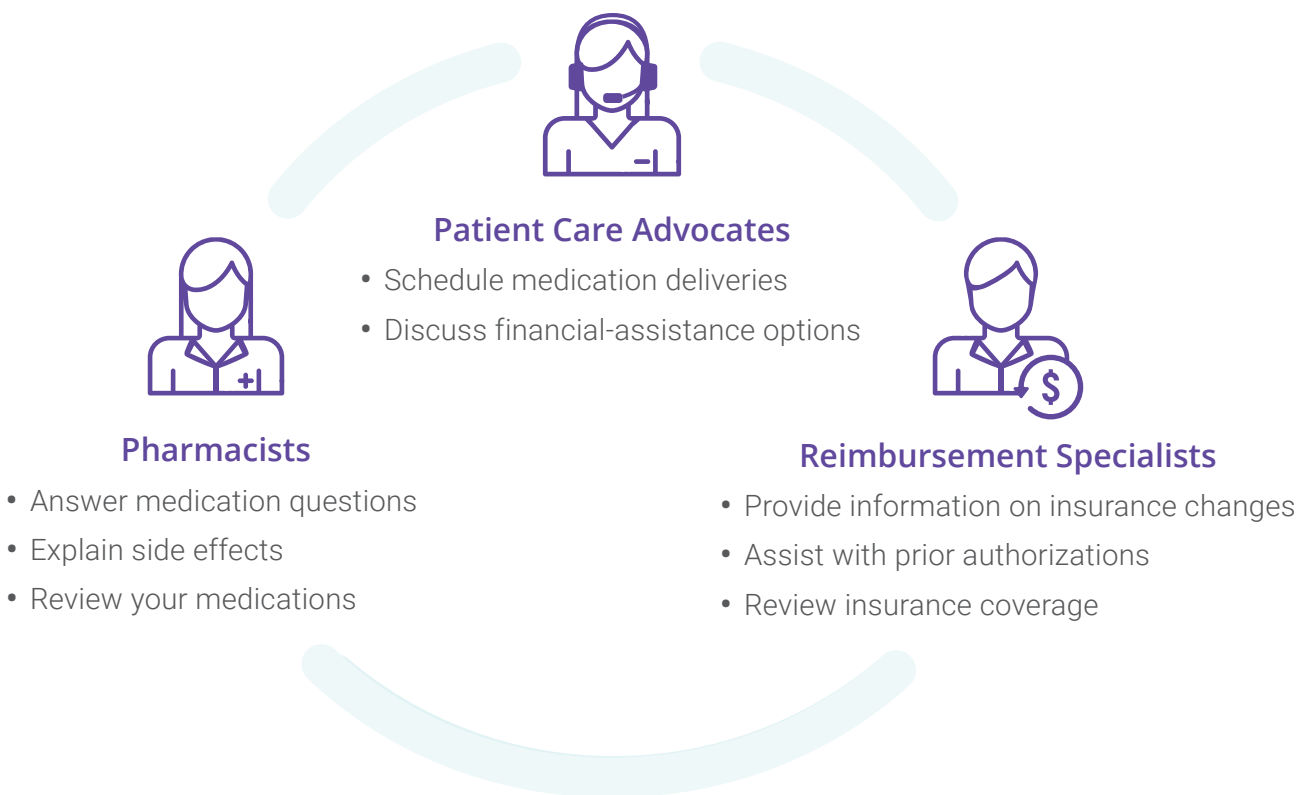
The Care Team is here for you with dedicated assistance and support every step of the way, 24/7. From copay concerns and medication questions to prescription delivery, this collaborative team is working together to provide you with information and support.

Communication Matters

On your next call, let us know how you want to be contacted in the future — phone, email or text. You can also update your consent options.



Your Care Team



Connect 24/7



855-244-2555



AllianceRxWP.com/contactus



Twitter.com/alliancerxwp



Facebook.com



LinkedIn.com

Helping You is What We Do

Time-Saving Services

AllianceRx Walgreens Pharmacy provides convenient digital tools, medication services and clinical support to make managing your family's specialty pharmacy medication easier than ever.

One Account Does It All

Our website allows you to manage your specialty prescriptions from anywhere. It's quick, easy and available 24/7. Sign up today at AllianceRxWP.com/register.



Email Notifications*
Receive emails about your prescription status



Online Refills
Refill select specialty medications on AllianceRxWP.com



Refill Reminders
Receive a phone call 5-7 days before your medication runs out



Delivery Options
Ship to home, work or your nearby Walgreens**



Text Notifications*
Receive text messages about your prescription status

*These services require an opt-in.

**Delivery to a retail location available where permissible by law.





➤ Patient Support

Providing Financial Assistance Support

Specialty medication can be expensive. That's why we have specialists who provide information on financial assistance programs available to eligible patients. We've connected eligible patients to more than \$952 million in financial assistance.*

In Search of Savings

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

Fortunately, AllianceRx Walgreens Pharmacy was there to help.** A Care Team member 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.

While every situation is different, we strive to provide this level of attention and support to patients every day.

* January 2019 – December 2021 combined across all disease states for AllianceRx Walgreens Pharmacy data.

**Not all patients qualify for financial assistance programs.



Access for Families & Caregivers

We understand managing your specialty medication can sometimes be a group effort. That's why you can manage multiple family member's prescriptions from a single online account. And if you need to authorize a guardian or caregiver to receive prescription information on your behalf, you can do that too.

Life Changes

Have health plan or prescription changes? Or need to authorize a guardian to receive your prescription information? Let us know on your next call.

> Online Extras

We're living in a digital world so it only makes sense your pharmacy does, too. These online extras are designed to help you along your treatment journey.

Bilingual Specialty Guides

Specialty patient guides are available online — in both English and Spanish — for more than a dozen conditions. These guides help you understand your condition and stay on track with your treatment.

Packaging Disposal Tips

What do you do with the packaging you receive with each medication shipment? These tips explain how to dispose of these materials in an environmentally sustainable way.

01
DOWNLOAD

**Bilingual
Specialty Guides**
[AllianceRxWP.com/
conditions](http://AllianceRxWP.com/conditions)

02
DISCOVER

**Packaging
Disposal Tips**
[AllianceRxWP.com/
medication-packaging-
disposal](http://AllianceRxWP.com/medication-packaging-disposal)



Questions & Answers

If you have questions about AllianceRx Walgreens Pharmacy, chances are other patients do, too. That's why we've provided general information about our services, prescription refills, pharmacy locations and more.

Pharmacist Tips & Advice

Our Pharmacist Tips series is where our pharmacists discuss patient conditions and offer advice on remaining consistent to their medication schedule. We cover a wide range of relevant healthcare issues while allowing you to get to know some of the folks providing your care.

03
LEARN

Pharmacist Tips & Advice

[AllianceRxWP.com/
pharmacist-tips](https://AllianceRxWP.com/pharmacist-tips)

04
LEARN

Questions & Answers

[AllianceRxWP.com/
frequently-asked-questions](https://AllianceRxWP.com/frequently-asked-questions)



Patient Concerns

If you have a complaint about AllianceRx Walgreens Pharmacy – 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 Pharmacy

2354 Commerce Park Drive #100
Orlando, FL 32837
855-244-2555

If your complaint is not resolved after contacting AllianceRx Walgreens Pharmacy 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 Pharmacy for meeting certain standards for pharmacy care:

ACHC: 855-937-2242, Monday through Friday, 8:00 am to 5:00 pm (ET)

URAC: 202-216-9010, Monday through Friday, 9:00 am to 5:00 pm (ET)

Coronavirus Update

As a pharmacy and healthcare organization, our mission is to consistently deliver the medications you and your family depend on. Our team remains committed to managing any impact the coronavirus (COVID-19) has on pharmacy operations.

Plan Ahead

You may be able to get early refills of your medication or have a convenient 90-day supply shipped to your home or office. Ask our Care Team for more information on your next refill call.

Online Management

If you are a caregiver, it's important to have a list of your family's medications on-hand. Create an online account to help manage your family prescriptions.

Register today: AllianceRxWP.com/register.

Notes



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