



Focused care for
people with complex conditions

accredo[®]



Delivering your prescriptions and peace of mind.

Receiving a rare disease diagnosis can be overwhelming. Accredo is here to make your life easier and your treatment more manageable. You're now backed by a team of specialty-trained pharmacists and nurses who are working to deliver your medication safely and available to answer your questions 24/7.

Accredo is different from your local retail pharmacy.

At Accredo, we focus on "specialty medications" – those used to treat complex or chronic conditions. These sometimes costly medications may require special knowledge and training to dispense. They may also have specific storage or handling instructions, or require unique supplies for you take them.



9 out of 10

patients would recommend
Accredo to friends or family¹

You probably have a lot of questions about your prescriptions. Don't worry, our pharmacy team is here to help you and provide excellent support. In fact, certain specialty medications are *only* available at Accredo because we're the only pharmacy with the experience to manage them the right way.

He's more than a patient.
He's a class clown.
A dirt-bike dreamer.
A cookie enthusiast.

And my focus.



Stefanie Pitts

PharmD, Clinical
Programs Manager

“We know the demands of managing a chronic condition can make you feel tired and overwhelmed. Balancing your care and family is important, so we provide clinical support ANY time you need it - 24/7.”



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Specialty medication takes special care, handling and patience.

At Accredo, our staff takes time and precaution when dispensing these critical and costly prescriptions to get them exactly right. Your treatment may require insurance paperwork and delivery may need to be carefully coordinated with your treatment center, which can take some extra time. We want you or your loved one to receive this treatment as urgently as possible, and in the meantime, we'll work hard to keep you up to date on its progress.

What we do

Our process for filling your prescription:

- 1 Accredo receives your prescription.
- 2 We review your medical and pharmacy benefits to let you know how much your medication will cost and what your health plan will cover.
- 3 We work with your physician and your health insurance company to get any necessary approvals.
- 4 Your physician provides any information that may be important for your treatment (like your age and weight).
- 5 A patient care advocate calls to review your coverage and schedule your medication delivery.
- 6 A pharmacist is available to answer questions about your therapy.

What you can do

Steps you can take to get your prescription as soon as possible:

- **Expect our calls.** We will need to verify information and give you important information about your medicine and benefit coverage. The number may be different depending on your phone carrier, but the area code should say 901.
- If necessary, **sign the form you receive** that allows the medication manufacturer to send your prescription to Accredo and connect you with available financial assistance.
- Make sure we have **accurate information** about your insurance benefit and the best way and time to reach you.
- **Save your records** from your healthcare provider and health plan. You'll likely need to refer to this information in the future.
- **Keep your healthcare team info handy.** We'll call to provide a direct phone number that connects you with your support team.

What you can expect

What you'll get from us leading up to, and after, your medication delivery:

- **Expert education and training**
Our pharmacists and nurses can help you understand your medication, what it treats and the difference it can make.
- **Financial resource coordination**
We make sure your insurance is properly billed and that all authorizations are in place before shipping. Our team coordinates billing, walks you through financial assistance and lets you know if additional funding is available.
- **Clinical support and understanding**
Our pharmacists, nurses and patient care advocates are here for you 24/7. When we first call you, we'll let you know the best number to reach us. You can also find more information on [accredo.com](https://www.accredo.com).

We look forward to being your partner throughout your treatment.