Getting Your Medication from a Specialty Pharmacy Provider (SPP)

Your prescribed medication will be shipped to our office from a Specialty Pharmacy Provider (SPP). Specialty Pharmacies specialize in dispensing drugs that are not typically stocked in traditional retail pharmacies.

Your doctor’s office will be contacting your insurance company to verify insurance information and obtain appropriate prior authorization. Here’s what you need to know:

What you need to know when using a Specialty Pharmacy:
The Specialty Pharmacy will contact you to:
• Confirm your medication order
• Verify your insurance information
• Collect your co-payment (may require credit card information)
• Schedule a date to have your medication shipped directly to the doctor’s office
  – Please remind the pharmacy to send your medication directly to our office, on your behalf

Your responsibilities

IMPORTANT: To ensure that your prescription is filled promptly and shipped to our office, you must speak with the Specialty Pharmacy when they call you.

• The Specialty Pharmacy may call from an unidentified toll-free number
• It is important to take this call to verify your insurance information
• Due to HIPAA privacy laws, and to assure your confidentiality, you may be asked personal information (e.g. name, SSN, DOB, address)
• Your prescription will not be filled until you speak with the Specialty Pharmacy
• Your treatment can be delayed if you do not speak with the Specialty Pharmacy
• If you have not been able to take the call to verify your insurance information, you can call your Specialty Pharmacy at the contact telephone number below to complete the request

Your medication will be shipped to our office from the following Specialty Pharmacy:

Drug name: ____________________________________________

Specialty Pharmacy name: ____________________________________________

Telephone number: ____________________________________________

Should you have any questions for our office, please call the number below:

Office name: ____________________________________________

Contact person: ___________________________________________________________________________
Telephone number: __________________________________________________________________________

© 2016 Allergan. All rights reserved. Allergan and its design are trademarks of Allergan, Inc. APC27DM16