

## There's nothing ordinary about care from Accredo

Accredo, an Express Scripts specialty pharmacy, has been working exclusively with specialty medicines for more than 25 years. Our mission is to provide specialty-focused care and monitoring that can help you maximize the effectiveness of your medicine to enjoy an improved quality of life. From our accuracy in filling prescriptions to providing comprehensive therapy support at no additional cost, Accredo delivers individualized care. Inside you'll find eight important things you should know about specialty medicines – and how Accredo addresses them to help you effectively manage your therapy.

To learn more about Accredo, call us at **877.895.9697**.



Accredo is dedicated to serving the specialty pharmacy needs of patients living with complex conditions. We provide individualized therapy management solutions for a wide range of complex conditions, including:

- Age-related macular degeneration
- Alpha-1 antitrypsin deficiency
- Anemia
- Asthma
- Cancer
- Crohn's disease
- Cystic fibrosis
- Growth disorders
- Hemophilia
- Hepatitis C
- Hereditary angioedema
- Hereditary tyrosinemia
- Human immunodeficiency virus
- Immune deficiency
- Lysosomal storage disorders
- Metabolic disorders
- Multiple sclerosis
- Neutropenia
- Osteoarthritis
- Osteoporosis
- Parkinson's disease
- Psoriasis
- Pulmonary arterial hypertension
- Pulmonary fibrosis
- Respiratory syncytial virus
- Rheumatoid arthritis
- Transplant

For a complete list of conditions or for more information, call us at **877.895.9697**. We'd be glad to help.

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## There's nothing ordinary about conditions that require specialty medicine.

People on specialty medicine benefit from enhanced care and monitoring to help maximize effectiveness and manage side effects. Specialty medicines are used to treat complex conditions and may need to be administered by injection or through infusion. Some of these medicines require special handling or refrigeration, while others are oral or inhaled. Managing these complex therapies requires dedicated and trained professionals – like those at Accredo.

**8 Things**  
everyone on specialty  
medicine should know



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## 1 | Training

Complex conditions require special training.



Life is full of challenges – treating your complex condition shouldn't be one of them. Because Accredo is dedicated exclusively to specialty medicine, you'll benefit from the care and attention of professionals specially trained in your condition to help you and your doctor manage your therapy. **Our pharmacists and nurses have specialized training** in the therapies used to treat these complex conditions. By providing individualized care, Accredo can help you manage your medicines to achieve a better outcome and enhanced quality of life.

## 2 | 24/7 Access

Help available to you anytime, day or night.



Questions and concerns can come up anytime – not just during regular pharmacy hours. The service and support that Accredo provides **includes 24/7 access to pharmacists** and nurses who know about your medicine. Whether you have questions about your treatment or experience complications, there's always a knowledgeable person ready to help.

## 3 | Supplies

Ancillary supplies on hand when you need them.



You shouldn't have to worry about getting the right ancillary supplies to administer your medicine. **Accredo provides all necessary ancillary supplies** – like syringes and sharps containers. We'll also make regular calls to be certain you have the supplies needed to maintain your therapy.

## 4 | Nursing

Access to qualified nurses may be available for many complex conditions.



Some medicines require administration by a healthcare professional. Accredo can coordinate with your doctor's office or your infusion center and provide in-home infusion services, when covered by your health plan. If you'll be administering your medicine yourself, **our registered nurses can provide one-on-one training**. In addition, Accredo nurses are available 24 hours a day, 7 days a week, to provide information related to your therapy.

## 5 | Delivery

Careful handling of your medicine, from our pharmacy to your door.



It's important to know your medicine will arrive on time and in good condition. That's why **medicine that needs refrigeration or other special handling receives extra care**. Plus, we'll call you to arrange a delivery time frame that works with your schedule. We'll send your medicine directly to you or your doctor's office (where allowable by law) and carefully track each prescription delivery – at no additional cost.

## 6 | Teamwork

To ensure the best results, your pharmacy and doctor need to work together.



To help maximize the effectiveness of your treatment, it's essential to have a complete picture of all your medicine to guard against drug interactions. The pharmacists and nurses at Accredo work as a team with you and your doctor to **monitor your overall drug therapy**.

## 7 | Continuity

Managing your medicine supply is critical.



Because missing a dose can have serious consequences, maintaining an adequate in-home supply of your medicine is critical. Your Accredo care team will stay in touch with you to help make sure you have what you need, when you need it. **We'll call to remind you when it's time to order refills** so you can avoid disruption in your therapy.

## 8 | Convenience

Getting started with a new pharmacy should be easy.



We've made it as simple as possible to start getting your specialty medicine from Accredo. **We'll guide you through the process and coordinate with your doctor** for a smooth transition so you can begin enjoying the benefits of effective therapy management.

For more information, call 877.895.9697 or visit [Accredo.com](https://www.accredo.com).