

Brown & Brown – Frequently Asked Specialty Questions

Can I fill all of my specialty prescriptions at Accredo?

Please check the plan benefit coverage.

How does a patient start using Accredo?

For patients with new specialty medication prescriptions, your physician can send any specialty medication order directly to Accredo.

Once received, Accredo will call you to begin the process of scheduling your first order.

You may call Accredo at the number that will be on your Express Scripts ID card.

How long will it take to receive specialty medications?

Accredo's turnaround time is based on the need-by date that we establish with you or your physician. In many cases, our turnaround time for new prescription referrals is 5 to 7 calendar days. This allows 2 to 3 days for a patient care advocate to work with you to coordinate shipment and delivery.

How do I refill my prescriptions?

After you've received your first order from Accredo there are several ways you can order subsequent refills. You can call us at the number on your prescription label. Many medications can also be refilled safely online once registered at [Accredo.com](https://www.accredo.com) or via our mobile app. When it's time to reorder, you'll receive a communication (phone call or text) to schedule shipment, so you'll never have to worry about running out of your medication.

How can I find out how much my medication costs?

The cost of your medication will be reviewed with you during order scheduling.

If I'm already enrolled in copay assistance, will Accredo accept?

Yes, please provide that information during the call to schedule your first order.

How do I pay for my specialty medications?

You can pay by debit or credit card (American Express, Discover, MasterCard or Visa), with your checking account, or through a flexible spending account (FSA). You may also send a check via mail to: Accredo Health, Inc., PO Box 954041, St. Louis, MO 63195.

Is there an additional charge for shipping and handling?

No, Accredo offers free shipping with safe, on-time delivery. Accredo utilizes both UPS and FedEx carriers for delivery of orders.

My medication needs refrigeration. How will it be mailed?

Accredo uses special packaging and coolant packs for shipping and handling refrigerated prescription drugs. These processes maintain temperature within the range approved in the



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accredo®

product's labeling. Accredo also adjusts for current and forecasted climate conditions, as well as the package destination area.

Can I have my prescription sent overnight?

Overnight delivery may be an option for emergency medication needs, but is not guaranteed.

How do I know whether my medication is covered or whether there is a generic equivalent?

Accredo will complete a thorough check of your benefits for coverage of your specialty medication. If medications are not covered, you will be contacted to review available options.



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Accredo Digital Tools

Helping Your Specialty Patients Take Control

At Accredo, we know patients have busy lives beyond their medical conditions. That's why we provide convenient digital tools and easy access to clinical support to help them manage their medications how they want, when they want.

Introducing Accredo.com and the Accredo® mobile app

Giving specialty patients control over their own experience is incredibly important. Our website and Accredo mobile app were designed with them in mind, by combining personalized clinical care with information and simple convenient tools.

Texting programs – We all need reminders to stay on track

We all need reminders to help us stay on track. With our texting programs, your patients can get refill reminders, order and shipment notifications, and for many medications, they can even refill by text. This means patients can manage their specialty medications right from their phone at any time. It's easy to enroll – patients can text to enroll, enroll online or enroll through a patient care advocate.

12 point higher satisfaction among Accredo digital users versus non-digital users*

The reviews are in!

“ This app makes it easy to order refills and I really like the reminder feature. I have missed doses in the past but with this feature I received a text to remind me to take my meds and have not missed any more doses.”

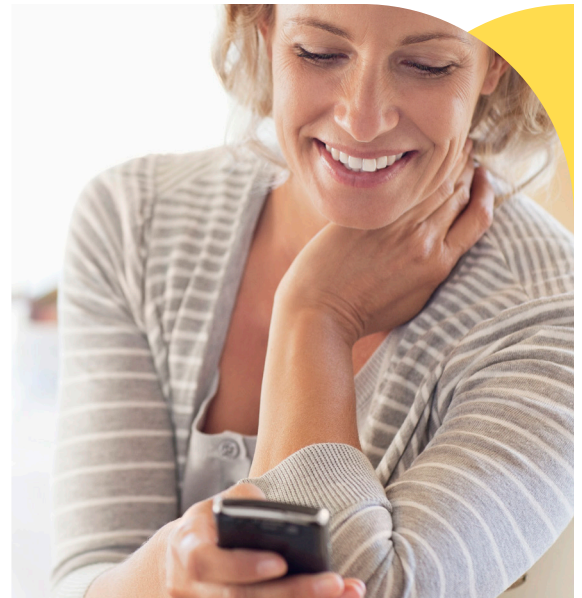
“ Ordering through the Accredo App is fast, easy and I can do it at anytime of the day or night! It's accurate and my supplies come in time for my next dosing. Thank you Accredo!”

*Accredo Net Promoter score data, December 2019 **Not available for all specialty medications



“All of our digital enhancements are patient focused and designed to make it easy for them to interact with our high-touch care model — whenever and wherever they need.”

Rachel – Specialty-trained pharmacist



Website and App Features

- Create an account
- Refill medications**
- View order status
- Make payments
- See order history
- Enroll in texting and email
- Look up medications (website)
- Create dose reminders (app)
- Research condition-specific information (website)

