



Specialized Care One Patient at a Time



AN EXPRESS SCRIPTS COMPANY



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Making
Amazing Outcomes
Possible

WELCOME TO

CuraScript

We help patients.

At CuraScript — Express Scripts Specialty Pharmacy — what we do every day is all about patients. We do more than fill and deliver specialty medications — we help patients manage many complex health conditions, which include, but are not limited to:

- Asthma
- Bleeding Disorders
- Cancer
- Crohn's Disease
- Growth Deficiencies
- Hemophilia
- Hepatitis C
- Multiple Sclerosis
- Psoriasis
- Pulmonary Arterial Hypertension
- Rheumatoid Arthritis

We know that treatment with specialty medications can be difficult and stressful. We do everything we can to make it simple. Each patient is unique and has different needs. That's why, when you begin with CuraScript, the first person you meet is a patient care advocate, a professional caregiver who is dedicated to making sure you receive the best possible treatment. Our advocates work with a team of pharmacists, nurses, your doctor and your insurer to make sure you receive optimum care. They will coordinate calls to remind you when it's time to refill your prescription. If needed, they will put you in touch with our social services department for community assistance.

Q. Is there a fee for having CuraScript fulfill my prescription needs?

A. You will be responsible for any copayments, coinsurance and deductibles as determined by your insurance company; delivery of your medication is free.

Q. Where do I get the supplies necessary to administer the medication?

A. We will ship all standard supplies with your medication.

Q. How do I get started?

A. Simply call toll free **866.848.9870** to start service with CuraScript. A CuraScript representative will verify benefit coverage, assist with letters of medical necessity and coordinate delivery of medications to your home or to your doctor's office.



Frequently Asked Questions

Q. What is a specialty pharmacy?

A. A specialty pharmacy provides injectable, oral and infused medications. These complex and costly medications usually require special storage and handling and may not be readily available at your local drug store. Often these medications have side effects that require monitoring by a trained pharmacist or nurse. CuraScript focuses on providing these medications, while offering excellent clinical services and support to you and your caregivers. Once you choose CuraScript, you will receive personalized medication management, insurance coordination, educational materials and social support services at no additional cost to you or your doctor.

Q. How easy is it to order a prescription refill?

A. As a reminder, CuraScript will contact you before you run out of your medication to ensure prompt delivery of your next refill. You can also order refills online.

Q. How long does it take to receive my medication?

A. Medications are generally shipped within 24 to 48 hours of CuraScript receiving your prescription. Deliveries are made to your home, doctor's office or another location of your choice.

Q. What if I have questions about my medications?

A. At CuraScript, you have toll-free access to our staff of nurses and pharmacists who are experts trained in specialty medication.

Q. Who will instruct me on how to administer my medication?

A. In addition to your doctor's instruction, CuraScript's clinical teams are available to provide assistance over the phone.

We handle everything about your medications for you.

Our patient care advocates develop a care plan just for you and put it into action. We deliver your drugs to your home, doctor's office or other location of your choice. We offer discreet, express delivery that is generally within 24 to 48 hours after we receive your completed prescription. We include all needed supplies with your shipment, such as needles and syringes.

We make it easy for you.

CLINICAL SUPPORT

Day or night, you can talk toll free with our pharmacists who are experts in specialty medications. You can ask them about potential interactions, find out what to do if you experience side effects and learn what to expect from a change in your treatment.

THERAPY MANAGEMENT AND COUNSELING

Our patient care advocates can arrange for a team of nurses to work with you. They can answer your questions, coordinate with your doctor and help you achieve the best possible outcomes from your therapy.

SOCIAL SERVICES

A social worker can provide support when you need it. For example, you may wish to take advantage of counseling services or community assistance programs to help you pay for your medications.



INSURANCE COORDINATION

Our insurance specialists are equipped to handle all types of insurance verification and any billing issue related to your specialty medications. They coordinate with your health plan, talk with your doctor and obtain prior authorizations for you. Because they're experts at what they do, they speed up the process, making it possible for you to get your medications quickly.

We care for one patient at a time.

Our patient-care teams go through an intensive training period. We're proud of the personalized attention we give to patients. And we're gratified that many of them have taken time to tell us what our services have meant to them. We've received many letters expressing appreciation for the care — and caring — they've received.

"I do not often write letters of commendation for service employees because it is a rare occasion when you receive outstanding service that exceeds your expectations. My wife and I are senior citizens, and we are on a number of medications with limitations on our prescription coverage. CuraScript has been taking care of my prescription needs for several years and has been courteous, prompt, helpful and a delight to talk with each time I call." – CuraScript Patient

We help you get the most from your treatment.

Living with a serious medical condition can be difficult, and we're here to help. CuraScript offers specialty-care management programs designed to provide you with comprehensive care well beyond your doctor appointments and prescriptions. Targeted to specific, chronic conditions such as multiple sclerosis, rheumatoid arthritis, hepatitis, bleeding disorders and others, these services provide you with the educational tools to help you manage your condition in the best possible way so you have the time to do what is most important to you — enjoy life.

SERVICES INCLUDE:

- Access to and calls from nurses to discuss your progress, symptoms, side effects, medication administration, and anything that may affect your health
- Toll-free access to pharmacists 24 hours a day, seven days a week
- Mailed educational materials that can help you manage your condition
- Access to an on-staff social worker who can help identify community assistance programs in your area
- Coordination with patient assistance programs that offer financial help
- Refill reminder calls

How to get started.

CuraScript — Express Scripts Specialty Pharmacy — is a full-service specialty pharmacy that provides personalized care to each patient. With CuraScript, your specialty medications are quickly delivered to your home or to your doctor's office, at no additional charge. Getting started is easy with a simple phone call from you.

1. To begin service or to get additional information, call CuraScript toll free at **866.848.9870**.
2. A representative will contact your doctor to get your prescription.
3. Once approved, the prescription is prepared and verified by a registered pharmacist.
4. A representative will call you to schedule the delivery of your medication and supplies to your home or doctor's office.
5. Your medications are discreetly packaged to protect your privacy and the content of the medication.

