



Meet Accredo Specialty Pharmacy: Making it easier to access the specialty medications you need

Accredo® Specialty Pharmacy is Evernorth's specialty pharmacy, designed to support members who take specialty medications for complex or chronic conditions. Accredo provides **personalized care, convenient home delivery, and 24/7** access to pharmacists and nurses who specialize in your condition.

Through Accredo, Gravie members receive expert guidance on how to take medications safely, manage side effects, and coordinate refills and insurance approvals — all while ensuring prescriptions are delivered **safely, on time, and with care.**

How Accredo Specialty Pharmacy works

- **Specialty-trained pharmacists and nurses:** Accredo's pharmacists and nurses are available **24/7** to answer questions and support members throughout their treatment.
- **Personalized clinical care:** Members receive **one-on-one support** to help ensure medications are used safely and effectively. Accredo's care team helps manage side effects, and for certain conditions, **Accredo nurses can administer medications at home** when appropriate.
- **Convenient home delivery:** Medications are delivered **free of charge** to the location of your choice (as allowable by law). Supplies such as syringes and sharps containers are included at **no additional cost**. All medications are shipped with care — including refrigeration when needed — and come with clear storage instructions.

Note: Accredo does not have retail pharmacy locations. All specialty medications are delivered directly to a member's home, prescriber's office, or an approved alternate location.
- **Easy refills and updates:** Members can stay on track with refill reminders and shipment updates by email or text when they register at [accredo.com](https://www.accredo.com). While members can view their Accredo-managed specialty medications in their Express Scripts account, detailed information, scheduling, and prescription requests are available only through the Accredo website or mobile app.

How to fill a prescription through Accredo

1. **Filling prescriptions:** Providers can send prescriptions **directly to Accredo** or call them at **844.516.3319**. Gravie members can also call Accredo at **877.605.2001** and Accredo will coordinate with their provider to get things started.
2. **Scheduling delivery:** After receiving your prescription, an **Accredo patient care advocate** will call to review your medication, confirm coverage, and schedule your first delivery at a time that's convenient for you.
3. **Coordinating care and benefits:** Accredo works with **Express Scripts® Pharmacy Benefit Services** to manage prior authorizations and with **SaveOnSP** to coordinate copay assistance for eligible specialty medications. Please note that SaveOnSP is not available to members enrolled in HSA-compatible plans. If a member receives a call from Express Scripts, Accredo, or SaveOnSP, it's important to return the call promptly to avoid any delays in receiving their medication or copay assistance (if eligible).
4. **Medication delivery and ongoing support:** Accredo ships medications — including those requiring special handling or refrigeration — directly to you. Members have **24/7 access** to Accredo's pharmacists and nurses for any questions or support during treatment.

