

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 remaining refills on an existing specialty medication, your prescription will be transferred to Accredo from your existing pharmacy. If your prescription is not eligible for transfer, Accredo will outreach to your prescriber to obtain a new prescription.

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.

On or after January 1, 2023, you may call Accredo at the number that will be on your Express Scripts ID card. Prior to January 1st, please call 800-745-3931..

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 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.



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accredo®

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 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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