



Walmart Specialty Pharmacy Information

Member



What is Walmart Pharmacy Specialty Pharmacy's contact information?

Phone number: Call the number for Capital Rx on the back of your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for specialty pharmacy.

Website: www.walmart.com/specialtypharmacy. You can also manage your benefits and access digital resources by logging into the Capital Rx Member Portal at www.app.cap-rx.com/



Walmart Specialty Pharmacy Customer Support hours of operation: Available Monday through Friday from 9am to 9pm CST and on Saturdays from 9am to 3pm. Clinical staff is available 24 hours, 7 days a week.

How do I get started working with Walmart Specialty Pharmacy?

1. Please reach out to your prescriber and update your specialty provider to Walmart Specialty Pharmacy.
2. Have your prescriber e-prescribe a new prescription to Walmart Specialty Pharmacy or fax your prescription to 1-866-537-0877. Make sure your prescriber includes your contact information. If prior authorization is required, additional steps may be needed to submit your prescription. To review more information related to prior authorizations, visit www.cap-rx.com/member-tools or call Capital Rx by dialing the number on the back of your ID card. Follow the prompts for specialty pharmacy.
3. A representative from Walmart Specialty Pharmacy will call you to obtain more information and schedule your first delivery. Additionally, you may call Capital Rx by dialing the number on the back of your ID card to confirm receipt of the prescription from the prescriber. When calling, please follow the prompts for specialty pharmacy.
4. Your prescription will arrive when and where you've requested.

Can I manage my specialty medications account online or through an app with Walmart Specialty?

Currently, online account and mobile app services are not available for specialty medications.

How do I fill my prescription and order refills?

To fill a prescription or to order refills of your current medication, contact Walmart Specialty Pharmacy. Refer to the number for Capital Rx on the back of your ID card. Follow the prompts for specialty pharmacy. Walmart can correspond with you and your physicians to set up your next refill, so you stay on track with your treatment plan.

Do I need to coordinate with my doctor to ensure my refills are requested on time?

Walmart will correspond with you and your physicians. Patient care coordinators will call to set up your next refill, so you stay on track with your treatment plan. Walmart's standard processing time ranges between 24 to 48 hours. This does not include delivery time. If you feel you are experiencing a delay or to receive an update on your prescription status, please contact Capital Rx by dialing the number on the back of your ID card. Follow the prompts for specialty pharmacy.

Can I fill my specialty medications at my local Walmart pharmacy?

This is dependent on your plan design. Please contact Capital Rx by dialing the number on the back of your ID card to discuss in further detail. When dialing, follow the prompts for specialty pharmacy.

If I received a letter stating Capital Rx will be working directly with my previous pharmacy to transfer my current prescription(s) to Walmart Specialty Pharmacy, do I still need to follow up with Walmart to make sure all my prescription(s) transferred?

Yes. Please call Capital Rx and follow the prompts for specialty pharmacy. A representative will help to confirm all your prescriptions were transferred. This excludes expired prescriptions or those with zero refills remaining.

What professionals may provide support with my Walmart Specialty prescriptions?

- **Patient Navigator** - Welcome Call (5 – 20 minutes)
- **Benefits Coordinator** - Prior Authorization, Referral Form, Appeals Process (5 minutes)
- **Financial Specialist** - Copay Assistance, Foundation Assistance, Manufacturer Credit Card Assistance (5 – 30 minutes)
- **Care Agent** - Refill Reminder, Setup Shipment (4 – 10 minutes)
- **Clinical Pharmacist** - Initial Counseling Assessment, Intervention/Care Plan, Lab Monitoring, Clinical Communication Form (20 – 30 minutes)
- **Clinical Nurse** - Injection Training, Reassessment, Intervention/Care Plan, Lab Monitoring, Clinical Communication Form (20 – 30 minutes)

What specialty services and programs does Walmart have to support my needs?

Walmart offers education and support programs to help manage your condition.

- Delivery to your home or another address of your choice is provided within two days of ordering at no cost to you.
- Highly trained pharmacists and nurses are available to answer any questions.
- Insurance specialists are here to help you get the most out of your benefits.
- Therapy-related, ancillary medical supplies provided at no additional costs to you.
- Community Healthcare Specialists provide community resources and social support to address social determinants of health; specialized clinicians use motivational interviewing and counseling, provide clinical assessments, provide live, virtual injection training with our patented CareLive system, and monitor goals of therapy.

Does Walmart offer medication counseling?

Caring professionals are available to assist you around the clock. Walmart will help you understand your medication regimen, administration, side effects, and benefits expected from your medication. Walmart Clinical Nurses are available 24 hours a day, 7 days a week to answer questions. Walmart also offers a Patient Management Program that offers support that goes beyond filling a prescription – and it comes at no extra cost. Walmart is part of your health journey and at Walmart Specialty Pharmacy, you have access to remote specialty nurses for assistance and education on your condition and treatment needs.

Is Walmart Specialty Pharmacy the same as Walmart Home Delivery?

No, these are two separate pharmacies.

How much is shipping?

Walmart offers free shipping of your medication and necessary supplies anywhere you choose.

Can I track my order online?

Currently online tracking is not available for specialty medication orders. You can call Capital Rx by dialing the number on the back of your ID card and follow the prompts for specialty medications. A Walmart representative will be able to provide order updates and share tracking information where available.

What should I do if Walmart does not dispense my specific medication?

Please contact Capital Rx Customer Care by dialing the number on the back of your ID card and follow the prompts for specialty medications. A customer care agent will provide support with finding access to your medications.

Who can provide customer support assistance with my pharmacy benefits?

Walmart Specialty can aid with specialty medication prescription services. If you have questions, Capital Rx is always happy to assist! We are available 24 hours a day, 7 days a week to support your pharmacy questions. If Capital Rx has to contact Walmart Specialty Pharmacy Customer Support, their hours of operation are Monday through Friday from 9am to 9pm CST and on Saturdays from 9am to 3pm. Clinical staff is available 24 hours, 7 days a week.