# Compass – Botox and Osteoarthritis (OA)Products No Longer Dispensed by CVS Health (Specialty Pharmacy, Home Delivery/Mail Order or CVS Retail)

[Process for Botox](#_Toc207785866)

[Process for Osteoarthritis (OA) Products](#_Toc207785867)

[Related Documents](#_Toc207785868)

**Description:** Procedures are provided for handling inquiries about CVS Health's discontinuation of Botox and Osteoarthritis (OA) dispensation, including steps for directing prescriptions to alternative pharmacies and transferring prescriptions. It outlines the actions to assist customers with locating in-network pharmacies that continue to dispense Botox and Osteoarthritis (OA) products.

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| Process for Botox |

 CVS Caremark Mail Order Pharmacy and CVS Retail Pharmacies do **not** stock or dispense Botox. CVS Specialty stopped accepting new referrals for Botox on 01/01/2021 and does not dispense or stock Botox as of 04/01/2021.

If a member calls and they have a prescription for Botox, follow the steps below:

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| **Step** | **Action** |
| **1** | Inform the member that CVS Specialty Pharmacy does not stock or dispense Botox and apologize for the inconvenience. |
| **2** | Advise that their doctor will need to send a new prescription to another in-network [specialty pharmacy that dispenses Botox](#SpecialtyPharmaciesthatdispense).   * If the Rx has been sent to CVS Caremark, advise the member to have the new pharmacy call us for a prescription transfer. Utilize [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) to assist. |
| **3** | 1. Assist the member with locating a pharmacy as needed. 2. Using the [NPI numbers listed below](#SpecialtyPharmaciesthatdispense), run a test claim, utilizing [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to Confirm coverage.  * BOTOX COSMETIC INJ 100UNIT NDC 00023-9232-01 * BOTOX MEDICAL USE INJ 100UNIT NDC 00023-1145-01 * BOTOX MEDICAL USE INJ 200UNIT NDC 00023-3921-02   **Notes:**   * Commercial members: Refer to the [below list](#SpecialtyPharmaciesthatdispense) or utilize [Compass – Pharmacy Search and Details (057995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ede79ef0-e196-481c-9f1b-c4ea562d9025) to locate a pharmacy. * Medicare D members: Refer to the [below list](#SpecialtyPharmaciesthatdispense) or utilize [Compass MED D - Pharmacy Locator (062989).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a33f380-d801-4e0c-9621-835e3af9e856) * Members who have a Pharmacy Lock, warm transfer to [Senior Team (057524).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) |

**Specialty Pharmacies that dispense Botox: (Members can use the following pharmacies if their plan allows)**

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| **Pharmacy Name** | **NPI #** | **Phone Number** | **Website** |
| Accredo | 1538281837 | 1-877-222-7336 | <http://accredo.com/>  **Fax:**1-800-391-9707 |
| CenterWell Specialty Pharmacy (formerly known as Humana Specialty) | 1942441886 | 1-800-486-2668 | <https://www.centerwellpharmacy.com/> |
| Prime Therapeutics (formerly MagellanRX) | 1245241884 | 1-866-554-2673 | <https://www.primetherapeutics.com/specialtypharmacy> |
| Optum Specialty Pharmacy (formerly BriovaRX or Diplomat) | 1083045140 | 1-855-427-4682 | <http://specialty.optumrx.com/> |
| Perform Specialty | 1437562642 | 1-855-287-7888 | <http://performspecialty.com/> |
| Walgreens Specialty Pharmacy | 1942303110 | 1-855-244-2555 | <https://www.walgreens.com/pharmacy/specialtypharmacy.jsp> |

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| Process for Osteoarthritis (OA) Products |

 Effective March 1, 2025, CVS Specialty, Caremark Mail Order, or CVS Retail will no longer accept new referrals and will stop refills for existing Rx’s on July 1st, 2025, for the following Osteoarthritis (OA) products: Durolane, Euflexxa, Gelsyn-3, Genvisc 850, Hyalgan, Hymovis, Monovisc, Orthovisc, Supartz, Triluron, Trivisc, and Visco-3. For these OA products, you may have the option to purchase this product at your doctor’s office, provided it is covered under your medical insurance. We recommend checking with your healthcare provider for availability and pricing or have the provider send the prescription to another in-network pharmacy.

**CVS Specialty will continue to accept prescriptions and dispense for:**

* Gel-One
* Synvisc
* Synvisc-One

**Note:** If the member is interested in one of these alternatives listed above, run test claims for medications to determine plan coverage.

**To get patients started on alternative therapy that CVS specialty can dispense:**

* Advise the caller to talk to their prescriber about options.
* New prescriptions can be faxed to 1-800-323-2445 or ePrescribed to 1466033.

If a member calls and they have a prescription for any of the OA products listed above, follow the steps below:

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| **Step** | **Action** |
| **1** | Inform the member that CVS Specialty Pharmacy does not stock or dispense the product they are inquiring about and apologize for the inconvenience. |
| **2** | Advise that their doctor may send a new prescription to Asembia Specialty Pharmacy Network (ASPN) Pharmacies, LLC in Livingston, NJ (NPI 1538590690) by fax at 1-844-267-3252 or e-prescribe the medication to ASPN Pharmacies.  For more information, call ASPN at 1-844-267-3251 directly. ASPN does not directly dispense all OA medications; if they cannot dispense, they will assist in routing the prescription to an appropriate in-network pharmacy. This does not guarantee that the medication can be dispensed. |
| **3** | Prior Authorization still may need to be required for the product. Run a test claim for the OA product in question, utilizing [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to determine coverage.   * If the test claim rejects for PA Required with phone number 866-814-5506, provide the caller with the phone number and refer the caller to ASPN Pharmacy.   **Note:** If the test claim is ran with a CVS Specialty NPI the test claim may be accepted, but the pharmacy will not be able to dispense the product |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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