# Medications Not Available via Home Delivery

[Medications with Restricted Distribution Programs](#_Toc195520375)

[Medications with Special Dispensing Requirements](#_Toc195520376)

[Limited Drug Distribution Vendor](#_Toc195520377)

[Medications that Must be Administered Intravenously (IV)](#_Toc195520378)

[Medications that Must be Administered by a Healthcare Professional](#_Toc195520379)

[Vaccines](#_Toc195520380)

[Bubble or Blister Packed Medications](#_Toc195520381)

[Chemotherapy Medication – Gleostine](#_Toc195520382)

[Injectable Chemotherapy Medications](#_Toc195520383)

[Products Made from Human Plasma (i.e., Immune Globulin)](#_Toc195520384)

[Products Available Through Retail Only](#_Toc195520385)

[Other](#_Toc195520386)

[Related Documents](#_Toc195520387)

**Description:** Provides a list of some of the medications that are not available through mail service due to regulations, dispensing requirements, etcetera. Several of these medications require Risk Evaluation and Mitigation Strategy (REMS) programs.

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| Medications with Restricted Distribution Programs |

The following medications are on restricted distribution programs, and we are unable to obtain or dispense the following products through mail service:

* **Adasuve** – must only be administered in an enrolled healthcare facility. [www.adasuverems.com](http://www.adasuverems.com)
* **Botox –** [Botox No Longer Dispensed by CVS Health (Specialty Pharmacy, Home Delivery/Mail Order or CVS Retail) (042758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=992ad7cf-40fb-4614-ac47-759e666a853f)
* **Caprelsa** – Only available through the Caprelsa Patient Access Support (CPAS) Program. **1-800-770-8337** [www.caprelsa.com](http://www.caprelsa.com/)
* **Entereg** –Only available to hospital pharmacies whose hospitals perform certain surgeries <http://enteregrems.com>
* **Epidiolex-** Only available through Accredo. **1-877-836-4733**
* **Iclusig** – Only available through the ARIAD PASS program **1-855-447-PASS (1-855-447-7277)** [www.ARIADPASS.com](http://www.ARIADPASS.com)
* **Juxtapid** – Only available through the Juxtapid REMS Program **1-85-JUXTAPID (1-855-898-2743)** [www.juxtapidremsprogram.com](http://www.juxtapidremsprogram.com)
* **Korlym** – Distributed by doctor’s offices and clinics certified to dispense Korlym. **1-877-432-7596** [www.earlyoptionpill.com](http://www.earlyoptionpill.com).
* **Mifeprex** – Only available through certain doctor’s offices and clinics. **1-877-4 Early Option (1-877-432-7596)** [www.earlyoptionpill.com](http://www.earlyoptionpill.com)
* **Myalept** – Only available through the MYALEPT Risk Evaluation and Mitigation Strategy (REMS) Program. **1-855-669-2537** [www.myaleptrems.com](http://www.myaleptrems.com)
* **Prolastin** – Available through Bayer Direct. 1-888-305-7881 [www.prolastin.com](http://www.prolastin.com)
* **Rezdiffra** – Available through Amber Specialty Pharmacy 1- 888-370-1724 www.amberpharmacy.com/rezdiffra
* **Thiola** – Only available through the THIOLA Total Care Hub (effective Aug 8, 2014) **1-844-484-4652** [www.thiola.com](http://www.thiola.com)
* **Upneeq Sol 0/1%** - Only available through RVL pharmacy. Prescription must be sent directly to RVL RVL. Phone: **844-785-3937**
* **Venclexta**
* **Xyrem** – Only available through the Xyrem Success Program. **1-866-XYREM88 (1-866-997-3688)** [www.xyrem.com/patient-success-program](http://www.xyrem.com/patient-success-program)
* **Zavesca** - Only available through Accredo. **1-877-472-1326** [www.zavesca.com](http://www.zavesca.com)
* **Zyprexa Relprevv –** Only available through pharmacies registered with the Zyprexa Relprevv Patient Care Program **1-877-772-9390** [www.zyprexarelprevvprogram.com](http://www.zyprexarelprevvprogram.com)

[Top of the Document](#_top)

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| Medications with Special Dispensing Requirements |

We are unable to dispense the following medications due to the requirements associated with their dispensing and the required FDA mandated restrictions in which we must comply within the mail service environment. These products, however, can be obtained at most local retail pharmacies.

* The following medications can only be dispensed by pharmacies enrolled in the iPledge Program ([www.ipledgeprogram.com](http://www.ipledgeprogram.com)):
  + **Absorica**
  + **Amnesteem**
  + **Claravis**
  + **Myorisan**
  + **Sotret** (this medication is currently inactive)
  + **Zenatane**
* **Addyi** –Available through certified pharmacies. [www.addyirems.com](http://www.addyirems.com)
* **Clozapine** – Pharmacy, prescriber, and patient must be enrolled in a national clozapine patient registry (www.clozapinerems.com). Medications include:
  + - **Clozaril**
    - **FazaClo**
    - **Versacloz**
    - **Clozapine tablets**
    - **Clozapine ODT**
* **Ferriprox** – Distributed by specialty pharmacies certified to dispense Ferriprox. **1-866-758-7071**
* **Imbruvica** – Distributed by specialty pharmacies certified to dispense Imbruvica. **1-877-877-3536** [www.imbruvica.com](http://www.imbruvica.com).
* **Iressa** – Distributed by specialty pharmacies certified to dispense Iressa. **1-800-236-9933** [www.iressa.com](http://www.iressa.com).
* **Levulan Kerastick** – Dusa manufacturer supplies directly to doctor’s offices. **1-877-533-3872**
* **Qsymia** – Available through certified pharmacies. <http://www.QSYMIAREMS.com>
* **Sirturo** – Distributed by specialty pharmacies certified to dispense Sirturo. **1-855-691-0963** [www.sirturo.com](http://www.sirturo.com).

[Top of the Document](#_top)

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| Limited Drug Distribution Vendor |

The following medications are limited by the vendors for drug distribution, and we are unable to obtain or dispense the following products through mail service.

**Examples:**

* **Aimovig** – **1-833-246-6844** <https://www.aimovig.com>
* **Carbaglu** – Distributed by Accredo Specialty Pharmacy. **1-888-454-8860** [www.carbaglu.net](http://www.carbaglu.net).
* **Cometriq** – Distributed exclusively through Diplomat Specialty Pharmacy. **1-855-253-3273** [www.COMETRIQ.com](http://www.COMETRIQ.com).
* **Gilotrif** – Distributed by Accredo Specialty Pharmacy. **1-877-814-3915** [www.gilotrif.com](http://www.gilotrif.com).
* **Matulane** – Distributed by Walgreens Specialty Pharmacy. **(877) 534-9627** [www.matulane.com](http://www.matulane.com).
* **Orfadin** – Distributed by Sobi Direct-to-you pharmacy service. **1-877-473-3179** [www.orfadin.com](http://www.orfadin.com).
* **Palforzia**- Distributed by Alliance Rx phone number of **1-800-445-3674** www.palforzia.com
* **Procysbi** – Distributed by Accredo Specialty Pharmacy. **1-855-888-4004** [www.procysbi.com](http://www.procysbi.com).
* **Qutenza** – Distributed by BioPlus Specialty Pharmacy. **1-888-292-0744** [www.qutenza.com](http://www.qutenza.com).
* **Valchlor** – Distributed by Actelion Specialty Pharmacy**. 1-855-482-5245** [www.valchlor.com](http://www.valchlor.com).
* **Veletri** - **1-800-526-7736** <https://www.veletri.com/>
* **Vyjuvek Premixed Syringes –** Distributed by Option Care Health Vyjuvek Pharma Program. **833-981-8237**.

[Top of the Document](#_top)

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| Medications that Must be Administered Intravenously (IV) |

**Option 1** – Most medications that must be administered intravenously (IV) are not dispensed through mail service. If member inquires about mail service availability for an IV medication, ask that their physician send in an Rx and we can confirm if stock is available at that time.

**Option 2** – Most medications that must be administered intravenously (IV) are not dispensed through mail service. If member inquires about mail service availability on an IV medication, reach out to the senior team to have an inquiry sent to our stock team.

[Top of the Document](#_top)

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| Medications that Must be Administered by a Healthcare Professional |

Medications that must be administered by a Healthcare Professional are not dispensed through mail service. **Examples:**

* **ParaGard**
* **Testopel**
* **Invega Trinza**
* **Ycanth 0.7% topical solution**

[Top of the Document](#_top)

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| Vaccines |

Vaccines are not dispensed through mail service due to specific storage and delivery requirements.

[Top of the Document](#_top)

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| Bubble or Blister Packed Medications |

We are unable to specially prepare bubble or blister packed medications for nursing homes or assisted living facilities.

**Exception:** GEHA does allow blister packaging, See CIF for details.

[Top of the Document](#_top)

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| Chemotherapy Medication – Gleostine |

* The drug Lomustine is an old chemotherapy drug that was distributed by mail. The brand CeeNu and the generic Lomustine are off the market (no longer available), and NextSource Biotechnology has created a new brand version of the drug called Gleostine.
* For some clients, this is a Tier 2 drug. Refer to CIF or run test claim to verify coverage.
* Gleostine continues to process as a retail claim through PBM Specialty or any other retail pharmacy and is NOT distributed by mail order.
* Run a Test Claim to verify which specialty pharmacy can process medication. Retail claims for many plans may reject R6 (specialty lock).

 **Do not** advise member that they can get medication at retail pharmacies without verifying if pharmacy can dispense it. Many retail pharmacies do not dispense the medication even if the plan covers it.

[Top of the Document](#_top)

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| Injectable Chemotherapy Medications |

Injectable chemotherapy medications are not dispensed through mail service (although some may be available at Specialty).

**Examples:**

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| **BRAND NAME** | **GENERIC NAME** |  | **BRAND NAME** | **GENERIC NAME** |
| **Abraxane** | paclitaxel, protein-bound | **Kepivance** | palifermin |
| **Adriamycin** | doxorubicin | **Leustatin** | cladribine |
| **Adrucil** | fluorouracil | **Mesnex** | mesna |
| **Alimta** | pemetrexed disodium | **Mustargen** | mechlorethamine |
| **Alkeran** | melphalan | **Mutamycin** | mitomycin |
| **Arranon** | nelarabine | **Mylotarg** | gemtuzumab ozogamicin |
| **Bexxar** | tositumomab | **Navelbine** | vinorelbine |
| **Bexxar 131 I** | tositumomab iodine-131 | **Nipent** | pentostatin |
| **Bicnu** | carmustine | **Oncaspar** | pegaspargase |
| **Blenoxane** | bleomycin | **Oncovin** | vincristine |
| **Busulfex** | busulfan | **Ontak** | denileukin difitox |
| **Campath** | alemtuzumab | **Onxol** | paclitaxel |
| **Camptosar** | irinotecan | **Paraplatin** | carboplatin |
| **Cerubidine** | daunorubicin | **Photofrin** | porfimer sodium |
| **Clolar** | clofarabine | **Platinol** | cisplatin |
| **Cosmegen** | dactinomycin | **Quadramet** | samarium sm 153 lexidronam |
| **Cytosar-U** | cytarabine | **Tarabine** | cytarabine |
| **Cytoxan** | cyclophosphamide | **Taxol** | paclitaxel |
| **Depocyt** | cytarabine liposome | **Taxotere** | docetaxel |
| **Doxil** | doxorubicin liposomal | **Thioplex** | thiotepa |
| **DTIC-Dome** | dacarbazine | **Tice BCG** | bcg live |
| **Elitek** | rasburicase | **Toposar** | etoposide |
| **Ellence** | epirubicin | **Totect** | dexrazoxane |
| **Eloxatin** | oxaliplatin | **Trisenox** | arsenic trioxide |
| **Elspar** | asparaginase | **Uvadex** | methoxsalen |
| **Erbitux** | cetuximab | **Valstar** | valrubicin |
| **Ethyol** | amifostine | **Vantas** | histrelin |
| **Etopophos** | etoposide phosphate | **Velban** | vinblastine |
| **Faslodex** | fulvestrant | **Vepesid** | etoposide |
| **Fludara** | fludarabine | **Vincasar** | vincristine |
| **FUDR** | floxuridine | **Vumon** | teniposide |
| **Gemzar** | gemcitabine | **Wellcovorin** | leucovorin |
| **Hycamtin** | topotecan | **Zanosar** | streptozocin |
| **Idamycin** | idarubicin | **Zevalin Kit IN-111** | I-111/ibritumomab/albm |
| **Ifex** | ifosfamide | **Zinecard** | dexrazoxane |
| **Ifex-Mesnex** | ifosfamide-mesna |

[Top of the Document](#_top)

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| Products Made from Human Plasma (i.e., Immune Globulin) |

The following products made from human plasma are not available through mail service (but are available through Specialty):

* **HyperHEP B S/D**
* **Nabi-HB**
* **HepaGam B**
* **HyperRHO S/D**

[Top of the Document](#_top)

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| Products Available Through Retail Only |

The following products are not available through mail order service/home delivery:

* **Isotretinoin (Accutane)**
* **Praluent**
* **Repatha**
* **NorthStar (Manufacturer):** Products by North Star (Manufacturer) are not available thru MOR such as Larin FE.
* **Aristada**
* **Zepbound**
* **Lagevrio**
* **Flomax**

The following products are not available through mail order service/home delivery in start-up doses:

* **Fanapt Titration Pack Pak**
* **Fetzima Titration Pack Cap**
* **Lamotrigine Starter Kits**
* **Memantine HCL Titration Pak 5-10mg**
* **Namenda Titration Pak Tab 5-10mg**
* **Namzaric Cap**
* **Rybelsus Tab 3mg**
* **Varenicline Starting Month Pak 0.5mg & 1mg**
* **Viibryd Starter Pack Kit**
* **Vraylar Cap 1.5-3mg**
* **Xcopri Pak 12.5-25mg**
* **Xcopri Pak 50-100mg**
* **Xcopri Pak 100-150mg**
* **Xcopri Pak 150-200mg**
* **Mounjaro Pen 2.5/0.5**
* **Wegovy Inj 0.25mg**
* **Wegovy Inj 0.5mg**
* **Wegovy Inj 1mg**
* **Zepbound Inj 2.5mg**

[Top of the Document](#_top)

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| Other |

* **Botox:** Refer to[Botox No Longer Dispensed by CVS Health (Specialty Pharmacy, Home Delivery/Mail Order or CVS Retail) (042758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=992ad7cf-40fb-4614-ac47-759e666a853f).
* **NorthStar (Manufacturer):** Products by North Star (Manufacturer) are not available thru MOR such as Larin FE.
* **AvKare** **(repackager):** Products are not available.
* **Enterade liquid:** Medical food for cancer patients. (Not available through Coram.)

Effective September 1, 2022, Promethazine with Codeine products by all manufacturers are no longer available at CVS Pharmacy (Mail, Retail, and Specialty). This includes Promethazine with Codeine syrup, Promethazine with Codeine solution, Promethazine VC with Codeine solution and Promethazine PE with Codeine syrup.

[Top of the Document](#_top)

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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)

[Top of the Document](#_top)

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