# Exclusive Specialty Program – State Law Process Change (Open Network or Specialty Plus)

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**Description:** The Exclusive Specialty program requires members to fill these types of medications at CVS Specialty once the grace fills have been exhausted. This includes the state law changes that allows our members to fill their prescriptions within the Specialty Plus Network instead of being restricted to CVS Specialty. The states impacted by this change include **Florida, Minnesota, Tennessee, Oklahoma, and West Virginia.**

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| Background and Impacts |

**Effective 01/01/2024**

**Background:**

Several states (FL, MN, OK, TN and WV) have enacted laws or expanded applicability of existing laws prohibiting affiliate steerage that require CVS Caremark® to stop administering the Exclusive Specialty Program in its current form.

While CVS Caremark disagrees with the application of certain states’ laws, it is clear that the regulators will enforce the state laws against PBM.

Accordingly, CVS Caremark has made the decision to modify certain programs and how we communicate to members in those states to address those states’ laws while retaining value for our clients.

The Exclusive Specialty program will be **discontinued** in the following states **Florida, Minnesota, Tennessee, Oklahoma, and West Virginia**. With this program, the member could only fill their Specialty prescriptions using CVS Specialty.



**FL Resident Exception:** Specialty Exclusive will be back on for Self-Funded ERISA Clients effective 9/3/24.

**Member Impact**

* Members living in these states will be able to fill specialty medications at more pharmacies than just CVS Specialty.

**Tennessee:** This impacts the members living and filling prescriptions in this state regardless of residency status.

The system has been coded to allows claims of impacted member to adjudicate (process) using the Specialty Network selected by the client (Specialty Plus **or** Open Network). Refer to the CIF to determine the Specialty Network selected by the client.

* Beginning January 1, 2024, members that are **residents** of impacted states will be able to fill specialty medications at select participating pharmacies (Specialty Plus Network).
* Clients have the option to send a letter to members to communicate this change. Member Communications templates are available at Exclusive Specialty (highspot.com).
* Locate participating in network pharmacies: Visit Caremark.com/PharmacyLocator.

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| Process |

Use your tools, including Test Claims, to assist members with locating participating pharmacies and price estimates.

 **Network Overrides are needed** for specialty medicationsthat will be filled at select participating pharmacies (non-CVS Specialty), see Table B. for additional information. **Note:** \*R6 rejects are managed daily by Network Management and network overrides will be initiated by that team until the IT solution is implemented. (Refer to [Exclusive Specialty Program – State Law Process Change (Open Network or Specialty Plus) (047591)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=117995c0-f974-41b0-a027-30d9617ba118).

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| Table A. Exclusive Specialty Client with a Member Residing in Florida, Minnesota, Tennessee, Oklahoma or West Virginia |

Follow this chart when you receive a call or referral.

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| **If Referral/Call received for:** | **Then…** | |
| Exclusive Specialty Clients with members that are residents of impacted states (FL, MN, OK, TN and WV) may be able to fill specialty medications at CVS Specialty **and** select participating specialty pharmacies.  **Tennessee:** This impacts the members living and filling prescriptions in this state regardless of residency status. | Determine if the member wants to fill their specialty medication at a select participating specialty pharmacy other than CVS Specialty. | |
| **If…** | **Then…** |
| No | Warm Conference/Transfer the member to CVS Specialty for them to dispense specialty medication. |
| Yes | Refer to [Table B](#_Table_B._) for Additional Select Participating Pharmacies Choices for Exclusive Specialty Client with a member that reside in FL, MN, OK, TN or WV***.*** |
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| Table B. Additional Select Participating Pharmacy Choices for Exclusive Specialty Client with a Member Residing in Florida, Minnesota, Tennessee, Oklahoma or West Virginia |

**Tennessee:** This impacts the members living and filling prescriptions in this state regardless of residency status.

Provide the member with the pharmacy phone number. (All other information below can be provided if requested).

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| **State** | **Pharmacy Name** | **Phone Number** |
| **FL Residents**  Does not apply to ERISA Self-Funded Clients.  \***Note**: \*FL Pharmacies in bold are limited to dispensing specialty medications which are administered through infusions, intravenously injected, or inhaled during a surgical procedure or are covered injectable drugs, as part of onsite outpatient care | CVS Specialty | 800-237-2767 |
| Coram CVS Specialty Infusion Services | 800-423-1411 |
| \*Jackson Pharmacy Solutions | 305-585-4479 |
| \*Moffitt Clinic Pharmacy 66 | 813-745-7354 |
| \*Nemours Children op PHCY | 407-567-4799 |
| Publix (Specialty) Pharmacy | 877-253-8949 |
| Publix FL Locations | 877-253-8949 |
| \*Scripts Orlando Health | 321-841-1648 |
| \*Shands Jacksonville AMB Pharmacy | 904-244-3000 |
| \*Shands South Campus Pharmacy | 352-265-8270 |
| \*UF Health Pharmacy Shands | 352-594-6305 |
| \*UF Health (Shands) PHCY PHCY MED PLAZA | 352-265-8270 |
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| **MN Residents** | Care Plus CVS/Pharmacy | 866-566-1548 |
| CVS Specialty | 800-237-2767 |
| Coram CVS Specialty Infusion Services | 800-423-1411 |
| Encompass RX | 404-367-9111 |
| Noble Health Services | 888-843-2040 |
| Transcript Pharmacy | 866-420-4041 |
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| **OK Residents** | CVS Specialty | 800-237-2767 |
| Coram CVS Specialty Infusion Services | 800-423-1411 |
| Noble Health Services | 888-843-2040 |
| Transcript Pharmacy | 866-420-4041 |
|  |  |  |
| **TN Employees and Residents** | Care Plus CVS/Pharmacy | 866-566-1548 |
| Coram CVS Specialty Infusion Services | 800-423-1411 |
| CVS Specialty | 800-237-2767 |
| CVS Specialty Pharmacy, Collierville TN | 901-316-5752 |
| Encompass RX | 404-367-9111 |
| Vanderbilt Outpatient Pharmacy | 615-622-6480 |
| Vanderbilt Integrated Pharmacy | 615-875-0078 |
|  |  |  |
| **WV Residents** | CVS Specialty | 800-237-2767 |
| Coram CVS Specialty Infusion Services | 800-423-1411 |
| WVU Medicine Specialty Pharmacy | 304-285-7216 |

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| Questions and Answers |

Refer to as needed:

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| **#** | **Question/Statement** | **Answer/Resolution** |
| **1** | Why is CVS Caremark making this change? | CVS Caremark has decided to modify these programs to align with the Regulators’ enforcement with various states’ laws. |
| **2** | Will this cost members more money for their medications? | For now, members’ out-of-pocket medication costs will not increase due to the client implementing the Specialty Plus network.  **Note:** For the Open Specialty Network, the members’ out-of-pocket medication costs may increase at the time of purchase. |
| **3** | How does this benefit members? | Members have more pharmacies to choose from when filling specialty medications. |
| **4** | If the member is enrolled in the Specialty Plus network of pharmacies, how can they locate in network Specialty pharmacies? | Access Caremark.com/pharmacy locator. |
| **5** | If the member is in an Open Specialty Network, how can they locate in network Specialty pharmacies? | Access Caremark.com/pharmacy locator |
| **6** | Do members need to take any action because of this change? | No, not unless the member would like to transfer medications to another pharmacy by using the pharmacy location tool to select another pharmacy.  To transfer a Specialty prescription, the member will need to contact the new location and that Specialty pharmacy will make the required contacts to complete the request. |
| **7** | Will impacted members be notified of this change? | Member communications will be sent on an ad hoc basis, at the client’s request. |
| **8** | Can clients or members opt out of this change? | No, CVS Caremark has decided to modify these programs to align with the Regulators’ enforcement with various states’ laws |

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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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