# **Palforzia are not Carried/Dispensed by CVS Specialty**

[Information](#_Toc161062721)

[Related Documents](#_Toc161062722)

**Description:** Medication is not distributed or stocked by CVS Specialty beginning 05/01/24. Provides alternative and referral information.

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| **Information** |

**LDDs** (Limited Distribution Drugs) are medications that are only available through certain pharmacies. They're generally used to treat complex or rare medical conditions. LDDs are usually higher cost. They may also have special storage and handling, administration, or monitoring requirements.

Complete as appropriate:

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| **If…** | **Then…** |
| **Member calls to place an order for Palforzia** | Let them know that CVS Specialty does not carry or stock this Limited Distribution Drug (LDD).  Provide them with Alliance Rx phone number of 1-800-445-3674. AllianceRx can dispense this medication.  **Hours of Operation:** 24 hours a day / 7 days a week. |

**Reminder:** Test Claims run on **Palforzia** should successfully adjudicate for all specialty pharmacies including CVS Specialty. CVS Specialty does not dispense this medication as of 05/01/24. **Only AllianceRx can dispense.** Provide the member with the contact information forAlliance Rx at 1-800-445-3674

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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)

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