



Mail-Order Pharmacy



Specialty Pharmacy (High-Touch)

High-volume dispensing

Low-volume, high-complexity, high-touch therapies

Maintenance medications for the treatment of chronic conditions that patients have demonstrated tolerability to and are stable on (e.g., hypertension, high cholesterol)

Specialty & biologic medications derived from living cells, biotechnology or complex chemistry that require high-patient touch and ongoing management and monitoring

Safe and effective doses have been established and require little or no adjustment

Medication dosages require titration and ongoing adjustment based on clinical response, tolerability and disease progression

Minimal patient interaction and education

Comprehensive care coordination supports mitigating financial barriers to patient adherence and promotes optimal clinical and cost-effective outcomes

Focus on convenience and dispensing 90 day supplies of low-cost medications

Intensive and ongoing drug & disease management and highly personalized care coordination

Standard postal delivery

Courier delivery with chain of custody safeguards, enhanced package tracking and documentation of receipt and strict temperature control

Limited care coordination

Robust coordination with prescribers and payers and data sharing with pharmaceutical manufacturers and governmental agencies

Mail-order pharmacies and specialty pharmacies serve patients with distinct clinical and product support needs. Specialty pharmacy services including intensive drug and disease management, care coordination, medication support and specialized courier delivery, are essential for patients receiving complex specialty therapies and must not be confused with mail order pharmacy services focused on dispensing routine maintenance medications for clinically stable patients, who require minimal monitoring and ongoing education that are delivered through the mail.