



Our Mission

We provide a patient-centric model that drives improved clinical outcomes, positive experiences and the saving of money. Our personalized and caring approach is designed to empower and inspire patients to choose healthy behaviors and live better.

Contact us

For more information about Walmart Specialty Pharmacy services, please contact us **24/7/365**. Multilingual support is available.

Call: 1-877-453-4566 **Fax:** 1-866-537-0877

Email: specialty@walmart.com

Website: www.walmart.com/specialtypharmacy

Mail: Walmart Specialty Pharmacy
9600 Parksouth Court East, Suite 120
Orlando, FL 32837

Personalized care

Quality Patient Services

Initially

The pharmacist contacts you to answer your questions and to build a pharmacy care plan that meets your needs. Insurance experts assist you with prior authorization and reimbursement needs.

Ongoing

Pharmacists and nurses provide condition-specific medication therapy management and refill assistance.

Therapy Management

We help you manage a variety of specialty medication therapies, including but not limited to:

- Anemia
- Cancer
- Crohn's Disease
- Cystic Fibrosis
- Growth Hormones
- Hemophilia
- Hepatitis
- HIV/AIDS
- Infertility
- IVIG
- Multiple Sclerosis
- Osteoporosis
- Psoriasis
- Pulmonary Arterial Hypertension
- Rheumatoid Arthritis
- Transplant

Walmart meets the highest quality standards in the industry with ACHC accreditation.



© 2018 Walmart Inc.

Disposal instructions

Disposing of Unused Medications

Have medications that are discontinued, outdated or not being used any longer? Dispose of them properly to protect people, pets and our planet using these guidelines:

- 1 Follow the disposal instructions found on the drug label or patient information sheet.
- 2 Do not flush prescription drugs down the toilet unless specifically instructed to do so.
- 3 Take advantage of local community-sponsored drug take-back programs.
- 4 If no disposal instructions are given on the drug label and no take-back program is available in your area:
 - Take medication out of its original container
 - Mix with an undesirable substance (e.g., coffee grounds or kitty litter)
 - Place in a sealable bag, empty can, or other container to prevent leakage
 - Throw in the household trash
- 5 Before throwing out any medicine container, remove all identifying information.
- 6 Do not give medications to friends or family.
- 7 When in doubt about proper disposal, talk to your pharmacist.



Managing all your
specialty
pharmacy needs.

We're here to help! Learn what to expect and how you can benefit.

Walmart 
Specialty Pharmacy

Our commitment to our Patients

Walmart is here to help you manage your healthcare journey of saving money and living better.

Convenient access to specialty prescriptions

- Your local Walmart pharmacy is available to serve your specialty pharmacy needs
- Our specialty pharmacy located in Orlando, Florida can ship your medications within 24 hours where required by your insurance company or the pharmaceutical manufacturer

Insurance reimbursement expertise

- Our team of insurance experts work with patients to help them manage their prescription costs

Professionals dedicated to customized care

- Our dedicated team of specialty pharmacy professionals provide customized care to meet your busy lifestyle

Collaboration with your Prescriber and Insurance Provider

- Our team of dedicated professionals collaborates with your physician and insurance company to help you stay on track with your treatment plan

Our service commitment to you

7 expectations you should have for Walmart Specialty Pharmacy

1. Personalized coordinated services Walmart is your home for specialty pharmacy medications and services.

- Our dedicated associates serve to coordinate your care between you, your caregivers, and your insurance company

2. Co-pay assistance

Financial assistance is available and accessible to you through a variety of means.

- Your Walmart Specialty Pharmacy team are experts on the financial assistance programs available for many specialty medications

3. Complimentary supplies

Therapy-related ancillary medical supplies provided at no additional cost. Examples are alcohol swabs, bandages, syringes, lancets, sharps, and containers.

4. Fast and convenient delivery

Shipment to the location of your choice, in accordance with state/federal laws.

- We ship your medication and necessary supplies anywhere you choose, including your local Walmart Pharmacy

5. Coordinated refills

Supplying you with the medication you need when you need it.

- Not having your medication on hand can result in serious consequences. We correspond with you and your physicians. Patient care coordinators call to set up your next refill so you stay on track with your treatment plan

6. Medication counseling

Caring professionals are available to assist you around the clock.

- We help you understand your medication regimen, administration, side effects and benefits expected from your medication. We are available 24/7/365 to answer any questions

7. Educational and support programs

Proper management of your medication regimen is vital to treatment success.

- We provide regular communication to help you manage your condition effectively
- Our specially trained clinicians are committed to providing you with personalized patient education programs to improve your quality of life

Walmart meets the highest quality standards in the industry with ACHC accreditation.



Unbeatable services

Great patient benefits

- 1 Fast prescription processing and filling
- 2 Insurance claim filing and reimbursement assistance, including Medicare Part B & D
- 3 **Free** shipping on all orders
- 4 Clinical support available **24/7/365**
- 5 **Multilingual** support for patients
- 6 Customized patient education programs
- 7 Personalized medication therapy management
- 8 Our patients have recommended us over **96%** of the time to other patients

