

Frequently Asked Questions – Physician

What is Specialty Pharmacy? Specialty Pharmacy refers to a pharmacy that provides oral medications and self-injectables that can be administered at home or in a physician's office. These complex and costly medications usually require special storage and handling and may not be readily available at the local drug store. Sometimes these medications have side effects that require monitoring by a trained pharmacist or nurse. Acro Pharmaceutical Services focuses on providing injectable and oral medications while offering excellent customer service and clinical support to you and your patients.

How can I send a referral/prescription to Acro? Simply call an Acro Pharmaceutical Services Representative toll-free at (800) 906-7798, or fax us at (877) 381-3806 to send in a prescription or referral.

Where can I get a referral/authorization form? An Acro referral/prior authorization form is included in this welcome packet for you to copy for all future referrals. You can also contact customer service at our toll-free number for additional referral forms. These forms are also available on our website at www.AcroPharmacy.com under the Providers or Resource Center tabs.

What if I have questions about the program? Acro Pharmaceutical Services provides a dedicated team of pharmacists, nurses, and patient care coordinators who are available 24 hours a day, seven days a week, 365 days a year through our toll-free number. Our clinicians are available for consultation, to assist in dosing calculations, and to pursue other pharmacological discussions.

Do I need to bill these medications? No, you do not need to submit claims for specialty medications obtained from Acro Pharmaceutical Services. Our insurance specialists will coordinate billing directly with the patient's medical and/or pharmacy benefit.

What other services are available at Acro Pharmaceutical Services? For more information about our company and the services available to you, please call our toll-free number at (800) 906-7798 or visit our website at: www.AcroPharmacy.com



DEDICATED PATIENT SUPPORT
CLINICAL EXCELLENCE
24/7 AVAILABILITY

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at (800) 906-7798 for more details.