



Accredo Specialty Pharmacy

Five key areas to consider when selecting a specialty pharmacy partner

A guide for health plans and commercial clients assessing specialty pharmacy capabilities



Partnering with a specialty pharmacy that demonstrates a strong clinical expertise, patient support, access management and reliable distribution is crucial for health plans and commercial clients to ensure optimal clinical outcomes, medication adherence and a quality patient experience, particularly for complex, high-cost therapies.

Conversely, a specialty pharmacy that lacks these capabilities can result in delayed therapy initiation, poor adherence, patient dissatisfaction, access barriers and increased total cost of care, ultimately placing financial and reputational risk on the health plan or client.

Utilizing a checklist enables decision-makers to objectively assess whether a specialty pharmacy can consistently deliver clinical quality, operational reliability, regulatory compliance and financial stewardship at scale.

1. Clinical expertise and therapeutic support

- Access to dedicated clinical teams with deep expertise in complex and rare conditions
- Disease-specific centers of excellence or Therapeutic Resource Centers (TRCs)
- 24/7 clinical support for patients
- Proven programs supporting adherence, persistence and clinical outcomes
- Capacity to manage high-touch therapeutic classes (HIV, oncology, autoimmune, rare disease, gene therapy)

2. Patient experience and support services

- Personalized onboarding with rapid welcome calls and coordinated care planning
- High patient satisfaction scores (e.g., NPS)
- Proactive outreach for refills, side-effect management and therapy milestones
- Care equity programs in place to support patients with social determinants of health needs
- Digital tools and mobile access for ordering, tracking and communicating with clinicians

3. Access and affordability management

- Strong relationships with manufacturers for accessing limited-distribution drugs (LDD)
- Expertise in benefit investigation and coordination across medical and pharmacy benefits
- Robust financial assistance navigation for foundations, grants and copay programs

4. Distribution, logistics and reliability

- Nationwide distribution with reliable cold-chain capabilities
- On-time medication delivery metrics meeting or exceeding industry benchmarks
- Multiple delivery options (same-day, scheduled, weekend, discreet packaging)
- Redundancy and contingency planning for weather disruptions and emergency scenarios
- Proven product integrity and safety tracking across the distribution chain

5. Compliance, quality and accreditation

- Accredited by URAC, ACHC and/or other specialty pharmacy accreditors
- Robust data security and HIPAA compliance standards
- Demonstrated commitment to clinical quality, safety and continuous improvement
- Track record of successful audits with payers and manufacturers