

Specialty Pharmacy Information

Under your plan, you will utilize one of our two specialty pharmacy partners, SenderraRx or Kroger Specialty pharmacy. Provided below is information to assist with this transition.

KROGER SPECIALTY PHARMACY

What is the enrollment process? How can I reach Kroger Specialty Pharmacy?

Patients can reach Kroger Specialty Pharmacy for enrollment assistance by calling 888-355-4191. Prescribers can visit www.krogerspecialtypharmacy.com and fill out the appropriate forms for the appropriate department. Please note that faxed prescriptions will ONLY be accepted from the prescriber. Hours of operation are Monday-Friday 8 AM-8 PM EST. A member of the clinical team is available 24 hours a day, 7 days a week.

What is the time frame for shipping? Are there any costs associated with shipment?

Kroger Specialty Pharmacy provides free overnight shipping (where available) for orders scheduled using national couriers (FedEx, UPS, and Deliver-it). Carrier and time may vary due to regional access and carrier limitations.

SENDERRA Rx

What is the enrollment process? How can I reach Senderra?

Patients can reach Senderra for enrollment assistance by calling 888-777-5547. Prescribers can visit <https://senderrax.com/prescribers/forms> and fill out the appropriate forms for the appropriate department. Please note that faxed prescriptions will ONLY be accepted from the prescriber. Hours of operation are Monday-Thursday 8 AM-8 PM EST, Friday 8 AM-7 PM EST, and Saturday 9 AM-3 PM EST. If you reach them after hours, a pharmacist will return your call within 30 minutes.

What is the time frame for shipping? Are there any costs associated with shipment?

Temperature sensitive medications: There is free overnight delivery. Refrigerated medications are not shipped out on Friday. The cutoff for placing your order is 4:30 PM CST, Monday-Thursday. Non-temperature sensitive medications: There is free 2 day delivery. Oral medication prescriptions are filled through Friday, until 3:30 PM CST. The courier used is FedEx. While there are no fees for shipping, if a patient requests something outside Senderra's standard, an additional fee will be incurred (i.e., if a patient wants their oral medication shipped overnight instead of using standard 2 day).