



# First Pharmacy Pavilion Specialty Pharmacy Program

## FAQs

### What is a specialty pharmacy?

A specialty pharmacy dispenses specialty medications used to treat complex, chronic conditions. They often require special handling and/or administration and may not be available at your local pharmacy. Sometimes these medications require special teaching and monitoring by a trained pharmacist.

### How do I contact the specialty pharmacy?

#### Come see us in person:

##### Address

Children's Health<sup>SM</sup> Specialty  
Center Dallas  
2350 North Stemmons Freeway  
Dallas, Texas 75207

##### Call us

1-800-955-7666

##### Email at

[FirstPharmacySpecialty@Childrens.com](mailto:FirstPharmacySpecialty@Childrens.com)



**ACCREDITED**  
Specialty Pharmacy  
Expires 04/01/2026

### When should I contact the specialty pharmacy team?

- Any questions or concerns about your child's medication
- Suspected reaction or allergy to your child's medication
- A change has occurred in your child's medication use
- Your child starts/stops medicines or if your child's dose changes
- Insurance information or payment source has changed
- Need to reschedule or check the status of your delivery
- Suspect a dispensing or shipping error has occurred
- Questions or concerns about our specialty pharmacy service

## How much will my medication cost?

Your out-of-pocket cost will vary based on your insurance plan. A specialty pharmacy team member will tell you the amount owed after processing your child's prescription.

## What if I can't afford my medicine?

If you cannot afford your copay, the specialty pharmacy can assist in connecting you with the Financial Assistance Team to discuss options.

## Does the specialty pharmacy have access to all specialty medications?

The specialty pharmacy has access to many specialty medications. If we do not have the specialty medication, we will transfer your child's prescription to another pharmacy that can support you.

## Will my insurance let the specialty pharmacy dispense the drug?

The specialty pharmacy can dispense specialty medications for many Texas Medicaid programs, Medicare plans and commercial/private insurance companies. If your insurance requires the use of another pharmacy, your child's prescription will be transferred to that pharmacy.

## What should I do if my child has a bad reaction to the medication?

- Call 911 or go to a nearby hospital Emergency Room if the reaction is serious or life-threatening.
- Contact your child's physician to report the reaction.



Scan the QR code or visit [childrens.com/specialtypharmacy](https://childrens.com/specialtypharmacy) to download our specialty pharmacy welcome packet.