Frequently Asked Questions

A RESOURCE FOR SUMMACARE MEMBERS

AcariaHealth™ Specialty Pharmacy

SummaCare℠

What is AcariaHealth?

AcariaHealth is a national specialty pharmacy focused on improving care and outcomes for patients living with complex conditions and chronic illnesses.

We have a nationwide network of pharmacies serving patients across the country. Our **family of pharmacies** include all AcariaHealth locations and Foundation Care, focused on Cystic Fibrosis.

How can AcariaHealth help me?

Our specialty pharmacies deliver medications directly to you. We teach patients how and when to take their medications. We offer clinical programs to help patients manage side effects, improve overall health and assist you in remaining adherent to your therapy.

Who can I call if I have a question?

Our Customer Service Representatives are available to answer questions or concerns. Please call **833.626.8417**. The standard call center hours are: M-F 9am - 10pm ET and Saturday 9am - 3pm ET. Patients may reach pharmacists and clinical nurses 24 hours per day, 7 days per week, 365 days per year. SummaCare can answer any plan related questions at **330.996.8700** (TTY 800.750.0750).

How do I start receiving specialty medications?

If you are currently taking a specialty medication, an AcariaHealth representative will contact you to transition your prescriptions. If you have questions regarding this process, please contact the AcariaHealth Customer Service Center at **833.626.8417**.

How will medication be delivered?

All prescription orders and supplies are sent either overnight or second day ground at no additional cost. Our Patient Care Specialists call patients prior to each shipment to verify the shipment address and ensure timely delivery.

Transforming Lives with Compassionate Care

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