

# Welcome to CVS Caremark®



We manage your prescription benefits just like your health insurance company manages your medical benefits. That means helping you get the medication you need, when you need it, whether that's once a month or once a year. And along the way we'll help you find ways to save. Welcome to a prescription plan that has your best health at heart.

Here are six tips to help you save time and money on your medications:

**1. Register at Caremark.com.** That way we can keep you up to date on new and unique ways to save.

**2. Be sure any retail pharmacy you use is in your network.** Network pharmacies are included in your prescription plan to help keep costs low. If you fill out-of-network you will have to pay 100% of the cost. Find a network pharmacy before you fill at **Caremark.com**.

**3. Know which medications are covered.** Your plan's list of covered medications can help you and your doctor find the most cost-effective drug option. Find your plan's list of covered medications at **Caremark.com**.

**4. Use the *Check Drug Cost* tool available at Caremark.com.** You'll be able to do a side-by-side comparison of your medications to see where you could be saving.

**5. Ask your doctor if there is a generic option for your brand-name medication.** Proven just as safe and effective as brand-name medications, generics may be an affordable option for your treatment.

**6. Have 90-day supplies delivered by mail.** Save on medications you take regularly when you fill in 90-day supplies through our mail service pharmacy. 90-day supplies typically cost less, and there's no extra cost for shipping. Visit **Caremark.com/mailemail** to get started.

**Find even more ways to save when you sign in at Caremark.com.**

## **Frequently Asked Questions**

**Q: Do I have to go to a CVS Pharmacy®?**

**A:** No, you do not have to use a CVS Pharmacy. You may go to any pharmacy in our network of more than 68,000 pharmacies nationwide. After January 1, 2019, if you have any questions, please call Customer Care toll-free at **(844) 283-2795** or visit [www.caremark.com](http://www.caremark.com) and register using your CVS Pharmacy Member ID number (located on the back of the ID Card that will be sent to you in late December).

**Q: How can I determine whether my current pharmacy is in the CVS Caremark Retail Pharmacy Network?**

**A:** After **January 1, 2019** you can call Customer Care toll-free at **(844) 283-2795** or visit [www.caremark.com](http://www.caremark.com).

**Q: I have a refill on a medication I obtained through a non-CVS pharmacy. Do I need to go to a CVS Pharmacy or do anything different to have it refilled?**

**A:** Your refill information will be maintained by the retail pharmacy in which you originally filled the prescription. You may refill that prescription at the same pharmacy or choose to have it transferred to another pharmacy in our network of more than 68,000 pharmacies nationwide.

**Q: How do I register at [www.caremark.com](http://www.caremark.com)?**

**A:** After **January 1, 2019**, go to [www.caremark.com/startnow](http://www.caremark.com/startnow).

**Q: I am a member who is currently taking a specialty medication. May I continue to obtain my specialty medication at the same specialty pharmacy?**

**A:** Under your new pharmacy plan, only CVS Specialty Pharmacies are covered by your insurance. However, an added benefit of this plan allows you to have your specialty prescription shipped to your home (signature is required) or you can have it delivered to any local CVS Pharmacy retail location for convenient pick-up. The CVS Specialty Pharmacy team will also work with your physician's office to manage the transition of any specialty prescriptions that may be required. After January 1<sup>st</sup>, call CVS Specialty at **(800) 237-2767** from 6:30 a.m. to 8 p.m. (CT), Monday through Friday if you have any questions on your current specialty pharmacy prescription(s).

**Q: How do I determine if my current prescription is covered?**

**A:** Some medications will be considered non-preferred under your new prescription benefit plan, which means your cost may increase. After January 1<sup>st</sup>, call Customer Care at **(844) 283-2795** if you have any questions.

**Q: What if I am taking a current prescription medication that may not be covered under CVS?**

**A:** Some medications will be considered non-preferred under your new prescription benefit plan, which means your cost may increase. A few medications are not covered, which means you will pay 100% of the cost unless your doctor requests prior authorization and the request is approved. Let your doctor know as soon as possible that your plan has changed and that you may have to pay more for your current medication. If a preferred medication is available to treat your condition, your doctor may be able to provide a new prescription. After January 1<sup>st</sup>, call Customer Care at **(844) 283-2795** if you have any questions.



**Q: How can I find out how much my medication cost is going to be?**

**A:** You can find out the cost of your drugs by visiting [www.caremark.com](http://www.caremark.com) after January 1, 2019 or by calling Customer Care at **(844) 283-2795**.

**Q: What if I want to speak with a pharmacist?**

**A:** You can speak to a pharmacist 24 hours a day, seven days a week, by calling Customer Care toll-free at **(844) 283-2795**. When you call, you may be asked several questions to verify your identity.

**Q: How do I order prescriptions after January 1, 2019?**

**A:** Choosing how to fill your prescription depends on whether you are ordering a short-term or long-term medication:

- **For short-term medications (like an antibiotic)**, fill anywhere in our network of more than 68,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 9,600 CVS Pharmacy locations (including those inside Target stores).
- **For long-term medications (such as for high blood pressure or diabetes)**, get them delivered to your door.

**Q: How do I start using Caremark Mail Service Pharmacy?**

**A:** Beginning **January 1, 2019** choose one of four easy ways:

1. **Phone:** Call Customer Care toll-free at **(844) 283-2795**.
2. **Online:** Register at [www.caremark.com/startnow](http://www.caremark.com/startnow) and follow the guided steps to request a prescription. Once we have your information, we will contact your doctor for a 90-day prescription of your current medication(s).
3. **Fax:** Prescribers can return a mail service order form via fax at (800) 378-0323.
4. **Mail:** Fill out and return a mail service order form. You can download one at [www.caremark.com](http://www.caremark.com) under the "Print Plan Forms" menu, or you can get one by calling Customer Care toll-free at **(844) 283-2795**.

**Q: Which medications can I fill through the CVS Caremark Mail Service Pharmacy?**

**A:** Mail service is a convenient way to have 90-day supplies of your long-term medications shipped to you at no added cost. Mail service can save you both time and money—you don't have to worry about making a trip to the pharmacy every 30 days, and 90-day supplies typically cost less than three separate 30-day supplies.

**Q: If I currently receive a 90-day supply of preventive drugs through a non-CVS pharmacy, what are my options?**

**A:** You can receive your preventive drugs in a 30-day supply at your non-CVS pharmacy or order a 90-day supply through CVS Mail Service. You can go to a non-CVS pharmacy with your current 90-day prescription, but only a 30-day supply of preventive drugs will be available. You do not need an additional prescription for the 30-day supply.

**Q: How long does it take to receive my medications that I order through the CVS Caremark mail service?**

**A:** For new prescriptions, it can take up to ten days from the day you submit your order for delivery of your medication. Refills are usually delivered within seven days of placing your order. Although CVS Caremark processes the orders within a day or two, the exact delivery day is dependent on the U.S. Postal Service.



**Q: How can I check the status of my refill order?**

**A:** After **January 1, 2019**, you can check the status of your mail order refill by signing on to [www.caremark.com](http://www.caremark.com). Click "My Account" on the top right of the page, then click "Prescription History and Order Status." You can also call Customer Care toll-free at **(844) 283-2795**.

**Q: Will I be reminded when it's time to refill?**

**A:** Yes, you can sign up for refill reminders in one of three ways:

- Go online to [www.caremark.com](http://www.caremark.com)
- Use the free CVS Caremark mobile app
- Call Customer Care toll-free at **(844) 283-2795**