



Prescription Benefit Program FAQ – General

Q. Can I receive additional prescription cards?

A. Yes. **Beginning January 1, 2020**, you can request additional prescription ID cards by calling Customer Care at **1-855-303-3979**. This welcome kit includes a set of two cards for you and your covered dependents.

Q. Can I use my prescription ID card for my covered dependents?

A. Yes. **Beginning January 1, 2020**, you and your covered dependents will be able to fill prescriptions in the U.S. using your CVS Caremark® prescription ID card.

Q. Will my prescriptions be transferred to CVS Caremark?

A. Express Scripts will be transferring existing refills except those for controlled or compound medications to CVS Caremark. See the FAQs below for more information on how to receive your medications.

Q. What is a drug list?

A. It is a list of preferred prescription medications that have been chosen because of their clinical effectiveness and safety. This list is typically updated every three months. The drug list promotes the use of preferred brand-name medications and generic medications whenever possible. Generic medications have the same active ingredients as brand-name medications and are approved by the U.S. Food and Drug Administration (FDA) for safety and effectiveness. Generally, generic medications cost less than brand-name medications. **Beginning January 1, 2020**, you can get a copy of the CVS Caremark Drug List by visiting **Caremark.com** or calling Customer Care at **1-855-303-3979**.

Q. How do I change to a generic or preferred drug?

A. To save money, have your doctor or other prescriber choose a generic or preferred brand name medication from the CVS Caremark Drug List, if appropriate. You may want to take the list with you when you visit your doctor or other prescriber.

Q. How do I download the CVS Caremark Mobile App?

A. Visit the **iTunes App Store** or **Google Play** or go to **CVS Caremark mobile app** to download the CVS Caremark app to your mobile device. Please note: If you are using an Apple device the mobile app requires iOS 6 or above. **Prior to January 1, 2020**, you will have access to the Easy Refill, Pill Identifier and Drug Interaction features of the mobile app. **Beginning January 1, 2020**, you will also have access to the Find a Pharmacy, Review Orders and History, and Check Drug Costs features. You will also be able to view your prescription ID card.

Prescription Benefit Program FAQ – CVS Caremark Retail Network

Q. May I fill my medication at a non-CVS Pharmacy?

A. Yes. There are more than 68,000 participating pharmacies in the CVS Caremark retail network, including but not limited to CVS retail stores. In the U.S., you may fill your prescription at a participating retail pharmacy by providing your new CVS Caremark prescription ID card to the pharmacist. To find participating pharmacies, log into Caremark.com beginning January 1, 2020 or call Customer Care at **1-855-303-3979**.

When you choose to go to a non-participating pharmacy, you will pay the full cost of the medication. If you use a non-participating pharmacy, you should submit a paper claim form

along with the original prescription receipt(s) to CVS Caremark for reimbursement of covered expenses. **Beginning January 1, 2020**, you can download and print the paper claim form at Caremark.com.

Q. How do I change my prescription from a non-participating retail pharmacy to a participating retail pharmacy?

A. Go to a participating retail pharmacy and tell the pharmacist where your prescription is currently on file. The pharmacist will contact the pharmacy and make the transfer for you. To find a local CVS Caremark participating retail pharmacy **beginning January 1, 2020**, visit **Caremark.com** and click on “Find a Pharmacy.” (If there are no refills remaining, you should get a new prescription from your physician and submit to the participating pharmacy.)

Q. When should I use a retail pharmacy instead of the CVS Caremark Mail Service Pharmacy?

A. You should use the retail pharmacy for your immediate and short-term medication needs. Use mail service for your long-term maintenance medication needs.

Prescription Benefit Program FAQ – Mail Service Pharmacy

Q. Why should I use the CVS Caremark Mail Service Pharmacy for my prescriptions?

A. CVS Caremark Mail Service Pharmacy is a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication. You can have your long-term medication delivered to your home or a location of your choice with free standard shipping. By using mail service, you minimize trips to the pharmacy while saving money on your prescriptions.

Q. What should I do if I have existing mail order refills with Express Scripts?

A. Express Scripts will be transferring existing refills except those for controlled or compound medications to CVS Caremark. However, your mail order preferences and payment information will not be transferred. To help avoid a delay, choose **one** of these options after January 1, 2020:

- **Online:** Register at **Caremark.com** to order refills and check the status of your order
- **By phone:** Call us at **1-855-303-3979** for automated refill service. Have your prescription ID card ready
- **By mail:** Ask your doctor to write a new prescription for up to a 90-day supply, plus any appropriate refills. Mail it to CVS Caremark with a mail service order form found on Caremark.com

Q. How do I get a new mail service prescription filled through CVS Caremark?

A. For new long-term or maintenance medications, ask your doctor to write **two** prescriptions:

- The **first** for up to a 30-day supply, which you can fill at a participating retail network pharmacy for use until your mail service prescription arrives
- The **second** for up to a 90-day supply, plus any appropriate refills, to fill through the CVS Caremark Mail Service Pharmacy

Complete a mail service order form and send it to CVS Caremark Mail Service Pharmacy, along with your original prescription(s) and the appropriate copayment* for each prescription. **Be sure to include your original prescription. Photocopies are not accepted.** Alternatively, your doctor can send the prescription to CVS Caremark directly. If they need assistance, ask them to call Customer Care at 1-855-303-3979.

Please note: Either your doctor must send the prescription to CVS Caremark directly or you must mail in a CVS Caremark Mail Service order form the first time you request a new prescription through mail service. Our automated refill service is only available after we process your first prescription order.

Q. How do I pay for my mail order prescriptions?

A. We accept payment by credit card, check or money order. If submitting your order by mail and using a credit card payment, include your VISA®, Discover®, MasterCard®, or American Express® number and expiration date in the space provided on the order form. You can also add credit card information by logging into Caremark.com or by calling Customer Care at **1-855-303-3979** after January 1, 2020.

Q. How do I check the status of my order?

A. Beginning January 1, 2020, you can check your refill order status at **Caremark.com** or by calling Customer Care at **1-855-303-3979**.

Q. If I use CVS Caremark Mail Service Pharmacy, how long will it take for my prescription to arrive?

A. You can expect to receive your prescription 7 to 10 days from the time your order is placed. Remember, you may experience a delay in receiving your prescription if you submit a request for a refill on a transferred prescription before **January 1, 2020**.

Prescription Benefit Program FAQ – 90-Day Refills

(Exclusive to plans that have both retail and mail benefits through CVS Caremark.)

Q. What are 90-day refills?

A. You can fill prescriptions for the medications you take regularly (also called “long-term” or “maintenance” medications**) in 90-day supplies. These are medications you take for chronic conditions such as high blood pressure, asthma, diabetes and high cholesterol.

Q. How do I obtain my long-term medications in 90-day supplies?

A. You can choose the most convenient option for you – pick-up at a nearby CVS Pharmacy® or home delivery through CVS Caremark Mail Service– when filling 90-day prescriptions for your maintenance medications.

Q. Can I fill a 90-day prescription at a retail pharmacy?

A. CVS Pharmacy is the only retail pharmacy that can provide you with a 90-day supply. To locate a CVS Pharmacy near you, visit **CVS.com** and use the store locator, or call

*Copayment, copay or coinsurance means the amount a member is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

**A maintenance medication is taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes or high cholesterol.

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Customer Care at **1-855-303-3979** beginning January 1, 2020. You can get your 90-day supply at CVS Pharmacy for the same cost as mail service.

Q. What is my copay/coinsurance for a 90-day supply at a CVS Pharmacy or through CVS Caremark Mail Service?

A. Your copay for a 90-day supply depends on several factors, including whether the medication is a brand-name or generic product. To find out your copay, beginning on **January 1, 2020**, log on to **Caremark.com**, click “Understand My Plan and Benefits” and then select “Check Drug Coverage and Cost,” or call Customer Care.

Q. How do I transition my current 30-day supply maintenance medications to a 90-day supply?

A. If you already receive a 30-day supply of your long-term medications from CVS Pharmacy, we can contact your doctor about changing to a 90-day prescription. All you need to do is ask your local CVS Pharmacy about changing to a 90-day prescription or contact Customer Care and indicate that you would like to move to a 90-day supply of your long-term medications.

Beginning January 1, 2020, use **Caremark.com** or call Customer Care at **1-855-303-3979**. We will contact you when you have your last allowable fill and work with your doctor to get a 90-day prescription based on your choice of CVS Pharmacy pick-up or mail service.

If you previously filled your maintenance prescription at a participating network pharmacy other than a CVS Pharmacy store, CVS Caremark will send you a reminder letter to contact your prescriber for a 90-day prescription. There are four ways that you can start filling 90-day supplies **beginning January 1, 2020**:

1. Bring your new 90-day prescription to a local CVS Pharmacy store location; or
2. Refill your prescription at **Caremark.com**. CVS Caremark will then contact your prescriber for your prescription information; or
3. Call Customer Care at **1-855-303-3979**; or
4. Fill out and send in a mail service order form, which can be found on **Caremark.com**.

Q. How should I ask my doctor to write my future 90-day prescription to receive the maximum benefit?

A. Ask your doctor to write a prescription for a 90-day supply (plus three refills, as appropriate) for long-term medications. The pharmacy must fill your prescription for the exact quantity noted on the prescription, up to your plan design limit. If you plan to use mail service for a newly prescribed medication, but need your initial fill immediately, ask your doctor for two prescriptions:

- The **first** for up to a 30-day supply, to be filled right away at any participating retail network pharmacy
- The **second** for a 90-day supply with as many as three refills (as appropriate) through a CVS Pharmacy or mail service.