

Clover Health

2021 Pharmacy Directory

For more recent information or other questions, please contact Clover Health at 1-888-778-1478 or, for TTY users, 711. Hours are 8 am–8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays, or visit www.cloverhealth.com.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at www.cloverhealth.com. You may also call Member Services for updated provider.

Introduction

This search tool provides a list of Clover Health’s network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Clover Health’s formulary.

When this pharmacy directory refers to “we,” “us”, or “our,” it means Clover Health. When it refers to “plan” or “our plan,” it means Clover Health.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Clover Health only if they are filled at a network pharmacy [or through our mail order pharmacy service]. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

You can go to all the pharmacies on this list, but your costs for some drugs may be less at pharmacies in this list that offer preferred cost sharing. We have marked these pharmacies as “**Preferred**” to distinguish them from other pharmacies in our network that offer standard cost sharing.

The types of pharmacies that appear in this directory search tool are:

- Retail Pharmacies, including Chain Pharmacies

- Mail Order Pharmacy
- Home Infusion Pharmacies
- Long-Term Care Pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

If you have questions about any of the above, please contact Clover Health.

Mail Order Pharmacies

CVS-CAREMARK PRESCRIPTION SERVICES

1 GREAT VALLEY BLVD.
WILKES BARRE, PA 18706
Phone: 570-820-2700
TTY: 711

CVS-CAREMARK PRESCRIPTION SERVICES

800 Biermann CT, STE A
MOUNT PROSPECT, IL 60056
Phone: 847-634-7900
TTY: 711

You can get prescription drugs shipped to your home through our network mail order delivery program.

If you have used mail order services with your current plan before, or if you opt in now, our pharmacy will automatically fill and ship new prescriptions received directly from your doctors or other prescribers. You may opt out of automatic deliveries of new prescriptions at any time by contacting us by calling CVS Caremark Customer at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans. If you never had mail order delivery and/or decide to stop automatic fills of new prescriptions, we will contact you each time we get a new prescription from a provider, to see if you want the medication filled and shipped at that time. This will give you an opportunity to make sure that the correct drug (including strength, amount, and form) will be delivered, and, if necessary, allow you to cancel or delay the order before you are billed and it is shipped.

For refills of your mail order prescriptions, you have the option to sign up for an automatic refill program called ReadyFill at Mail®. Under this program, we will start to process your next refill automatically when our records show that you should be close

to running out of your drug. We will contact you prior to shipping each refill to make sure you are in need of more medication. You can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use the auto refill program, please contact us 15 (fifteen) calendar days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. To opt out of the automatic refill program, please contact us by calling CVS Caremark Customer at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans.

Typically, you should expect to receive your prescription within 10 (ten) calendar days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at CVS Caremark Customer at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans.

For more recent information or other questions, please contact Clover Health at 1-888-657-1207 or, for TTY users, 711, Hours are 8 am- 8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays, or visit www.cloverhealth.com

Clover Health is a Preferred Provider Organization (PPO) plan and a Health Maintenance Organization (HMO) plan with a Medicare contract. Enrollment in Clover Health depends on contract renewal. This information is not a complete description of benefits. Call 1-888-657-1207 (TTY 711) for more information