

Frequently Asked Questions Regarding 2012 Benefits

1. What is the benefit of using the Mail Service Pharmacy for my prescriptions?

The Caremark Mail Service Pharmacy is a convenient and cost-effective way for Standard Option members 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, office or a location of your choice with free standard shipping. By using mail service, you minimize trips to the pharmacy.

2. What do I need to do if I have existing refills with Medco?

Most likely you will not need to do anything; Medco will be transferring all existing refills to Caremark, unless your prescription is expired or is a compound or controlled medication.

3. If your prescription is expired or is for a compound or controlled medication:

- Have your doctor write a new prescription for up to a 90-day supply, plus refills when appropriate, and mail it to Caremark along with a mail service order form.
- If you are unsure if your medication is a compound or controlled medication, please check with your doctor.

4. How do I request a refill for a prescription that was transferred to Caremark?

Beginning January 1, 2012 there are three (3) ways for you to request a refill for an existing prescription:

- **Online at www.fepblue.org** is the most convenient way to order refills and inquire about the status of your order any time day or night. You will need to register at Caremark.com initially and thereafter log into fepblue.org to access the service. Please note, you will not be eligible to register on www.fepblue.org until on or after **January 1, 2012**, and transferred prescriptions will not be viewable until the refills are received and loaded into the Caremark system (anywhere from 1-10 days).
- **By phone.** Call Caremark Customer Care toll free at **1-800-262-7890** for fully automated refill service. Have your ID number ready, it can be found on your ID card and starts with an "R".
- **By Mail.** Complete a Caremark **Mail Service Order Form** for each prescription you are requesting and mail to Caremark at the address on the form for convenient home delivery.

5. When will I receive my prescription?

You can expect to receive your prescription approximately 7-10 days after Caremark receives your order.

6. Where do I send my prescription order?

Beginning January 1 2012, all refill requests on existing prescriptions and new prescription orders should be submitted to Caremark. Send your order and the appropriate copayment to the pre-printed mailing address on the **Caremark Mail Service Order Form**. An Order Form will be sent in your Caremark Welcome Kit and can be downloaded from our website at www.fepblue.org.

7. How do I pay for my prescriptions?

You can pay by credit card, check or money order. For credit card payments, simply include your Visa®, Discover®, MasterCard®, or American Express® number and expiration date in the space provided on the **Caremark Mail Service Order Form**. **Please note, that although your prescriptions from a previous vendor may transfer to Caremark, privacy laws do not permit personal credit card information to be transferred.**

*Copayment, copay or coinsurance means the amount a plan 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.

8. What are specialty drugs?

Pharmaceutical products that are included on the Service Benefit Plan Specialty Drug List are typically high in cost and have one or more of the following characteristics:

- Injectable, infused, inhaled, or oral therapeutic agents, or products of biotechnology
- Complex drug therapy for a chronic or complex condition, and/or high potential for drug adverse effects
- Specialized patient training on the administration of the drug (including supplies and devices needed for administration) and coordination of care is required prior to drug therapy initiation and /or during therapy
- Unique patient compliance and safety monitoring requirements
- Unique requirements for handling, shipping and storage

9. Where can I fill my specialty medications?

Specialty drugs may be filled through the Caremark Specialty Pharmacy or a retail pharmacy that dispenses specialty medications. To locate a retail pharmacy, call Caremark toll-free at 1-800-624-5060, or to begin receiving your specialty drugs through our Specialty Pharmacy Program, call Caremark toll-free at **1-888-346-3731**.

10. What is a 4-Tier plan?

A 4-Tier prescription plan assigns cost share based primarily on clinical effectiveness and also cost while providing access to quality medications. Within a 4-Tier prescription plan, copayments are based on the type of medication being utilized. For example, Tier 1 includes generic medications, Tier 2 includes Preferred brand-name medications, Tier 3 includes Non-preferred brand-name medications and Tier 4 includes specialty medications.

11. What is prior authorization?

Some medications will require prior authorization before filling the prescription to ensure the medicine is appropriate for the condition that is covered under the Service Benefit Plan. A list of medications requiring a prior authorization can be found on www.fepblue.org.

12. Will information about my allergies be transferred to Caremark?

No, unfortunately your allergy information cannot be transferred with your prescriptions. It is important that Caremark receive all of your drug information when you fill out your first order form. Please complete the drug allergy section on the order form.

13. Will my credit card information on file at Medco be transferred to Caremark?

No, your credit card on file cannot be transferred with your prescriptions as privacy laws do not allow such data transfers.

14. I have Basic Option coverage where can I fill prescriptions?

You can fill your prescription at any Preferred Retail Pharmacy, through an internet pharmacy, or through our Specialty Pharmacy Program if you take a specialty medication. You can choose from more than 62,000 Preferred network pharmacies nationwide. To locate a retail pharmacy you can access the Pharmacy Programs feature on www.fepblue.org or call toll-free at 1-800-624-5060.