

## Frequently Asked Questions Regarding Georgia Department of Community Health State Health Benefit Plan and CVS Caremark®

### General Information

CVS Caremark administers the pharmacy benefit services for the Georgia Department of Community Health (DCH), which sponsors the State Health Benefit Plan (SHBP). CVS Caremark will administer the pharmacy benefits for SHBP plan members and their covered dependent(s) enrolled in Anthem Blue Cross and Blue Shield (Anthem) and United Healthcare Non-Medicare Advantage Plan Options. Kaiser Permanente (KP) administers pharmacy benefits for members enrolled in the KP Regional HMO Plan Option.

#### **Q: Can I only go to CVS Pharmacy® for my prescriptions?**

**A:** Members do not have to utilize CVS Pharmacy for their prescriptions. CVS Caremark has a broad pharmacy network. Members and their covered dependent(s) can continue to use local retail and/or chain pharmacies to obtain their prescription medications. Use CVS Caremark's pharmacy locator tool to find a network pharmacy near you. See questions below for specialty medications.

#### **Q: Where can I go for more information?**

**A:** Visit the CVS Caremark website at [info.caremark.com/shbp](http://info.caremark.com/shbp) or call:

CVS Caremark Customer Care .....	844-345-3241
CVS Specialty® .....	866-845-6786
CVS Prior Authorization for Physicians.....	866-231-6377
CVS Prior Authorization for Specialty Drugs.....	866-231-8371

#### **Q: What is a preferred medication list?**

**A:** The CVS Caremark preferred medication list for the SHBP is a list of U.S. Food and Drug Administration (FDA)-approved prescription medications developed by CVS Caremark to provide coverage for SHBP members. You may pay more out of pocket under your plan for non-preferred medications (those not listed as preferred on the preferred list) than you would for preferred medications (those listed as preferred on the preferred drug list).

#### **Q: How do I use my preferred medication list and what are tiers?**

**A:** Your preferred medication list has different levels of payment, or tiers, for preferred and non-preferred medicines. You may pay:

**\$ = Tier 1:** Lowest co-pay/co-insurance\* for generic medications

**\$\$ = Tier 2:** Higher co-pay/co-insurance for preferred brand-name medications

**\$\$\$ = Tier 3:** Highest co-pay/co-insurance for non-preferred brand-name medications

\*Co-pay, co-payment or co-insurance means the amount a plan member is required to pay for a prescription in accordance with a Plan.

Your doctor may be able to help you save money by prescribing generic and preferred brand-name medications, if appropriate, on the preferred drug list. Bring a copy of the abbreviated preferred medication list with you on every visit to your doctor. You can print a copy of the abbreviated preferred medication list from [info.caremark.com/shbp](https://info.caremark.com/shbp). Please note: The list does not contain a complete list of preferred and non-preferred medications. It only lists the most commonly prescribed medications. For more information, visit [info.caremark.com/shbp](https://info.caremark.com/shbp) to check the price and coverage of medications under your plan. You can also call CVS Caremark Customer Care at **844-345-3241**.

**Q: Will the preferred medication list ever change?**

**A:** CVS Caremark makes updates to its preferred medication list on an ongoing basis. Changes can be made to this list on a quarterly basis.

**Q: Will I be informed if my medications change status on the drug list?**

**A:** Yes. CVS Caremark will mail a notification letter to you if your medication changes tier status and results in a higher co-pay/co-insurance cost to you at any point during the year.

**Q: Are there any medications excluded from my preferred drug list?**

**A:** The only prescription drugs excluded from your preferred drug list are drugs that fall under coverage areas which are not covered by your benefit design, such as drugs used for cosmetic purposes or drugs covered under the medical benefit through your medical claims administrator. Please refer to your Summary Plan Description (SPD) for additional information about non-covered medications.

**Q: What is a 90-day retail pharmacy, and how can I find out if the pharmacy I go to is in that 90-day retail network?**

**A:** Getting up to a 90-day supply at a retail pharmacy is a feature of your prescription benefit, managed by CVS Caremark. With it, you have two ways to get up to a 90-day supply of your maintenance medicine (a medicine you take on an ongoing basis). You can conveniently fill those prescriptions either through CVS Caremark Mail Service Pharmacy or at a participating 90-day retail pharmacy. The 90-day retail network is a smaller collection of network pharmacies which are willing to provide a 90-day supply of your maintenance medications at a discounted rate to members. To locate one, visit [info.caremark.com/shbp](https://info.caremark.com/shbp). You can also locate participating pharmacies by calling CVS Caremark at **844-345-3241**. You can use a retail network pharmacy that isn't in the 90-day network to get your 90-day supply of maintenance medications too, but your co-pay/co-insurance may be higher than what you would pay if you used one of the pharmacies in the 90-day retail network.

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

**A:** You can choose one of four easy ways:

1. **Phone:** Call Customer Care at **844-345-3241**.
2. **Online:** Visit [info.caremark.com/shbp](https://info.caremark.com/shbp), register and sign in. 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 medicine.
3. **Fax:** Prescriber can fax a mail service order form to **800-378-0323**.
4. **Mail:** Fill out and return a mail service order form. You can download one at [info.caremark.com/shbp](https://info.caremark.com/shbp), or you can obtain one from Customer Care at **844-345-3241**.

**Q: Which medications can I fill through 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 31 days, and 90 -day supplies typically cost less than three 31-day supplies.

**Q: Can I get a 90-day supply of my long-term medications at retail for the same price as mail order?**

**A:** Yes, if you go to a retail store in the CVS Caremark national pharmacy network that has agreed to be part of the 90-day network group then your co-pay/co-insurance will be the same for the 90-day supply as through mail service.

**Q: Where do I register for CVS Caremark services?**

**A:** Go to [info.caremark.com/shbp](https://info.caremark.com/shbp)

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

**A:** For new prescriptions, it can take up to 10 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: Is there an additional charge for shipping and handling?**

**A:** No. Medications are shipped by standard service at no cost to you. Express shipping is also available for an additional fee.

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

**A:** You can check the status of your mail order refill for traditional medications by signing on to [info.caremark.com/shbp](http://info.caremark.com/shbp). Click “My Account” on the top right of the page, then click “Prescription History and Order Status.” You can also call Customer Care at **844-345-3241**.

**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:

1. Go online to [info.caremark.com/shbp](http://info.caremark.com/shbp)
2. Use the CVS Caremark mobile app
3. Call Customer Care at **844-345-3241**

**Q: What if I use a pharmacy that is not in the CVS Caremark network?**

**A:** If you choose to use a pharmacy that doesn't participate in the CVS Caremark retail network, you'll be charged the full cost for the medicine and you'll need to send a claim form to CVS Caremark for reimbursement. Under your plan, your reimbursement will be based on the cost you would have paid if you used a participating retail pharmacy, minus your applicable deductible and/or co-pay/co-insurance. Be sure to complete the entire claim form, attach the sales receipt showing the price you paid, and send them to CVS Caremark at the address on the form. To download a claim form, go to [info.caremark.com/shbp](http://info.caremark.com/shbp) and follow the link to print a form. Forms are also available by calling Customer Care at the number on your member medical ID card.

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

**A:** You can visit [info.caremark.com/shbp](http://info.caremark.com/shbp). You can also call Customer Care at **844-345-3241**.

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

**A:** You can find out the cost of your drugs by visiting [info.caremark.com/shbp](http://info.caremark.com/shbp) or by calling Customer Care at **844-345-3241**.

**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 at **844-345-3241**. When you call, you will be asked several questions to verify your identification.

**Q: What can I do on the CVS Caremark website?**

**A:** You may access the CVS Caremark website from a link on the SHBP website <http://www.shbp.georgia.gov> or go to [info.caremark.com/shbp](http://info.caremark.com/shbp) to get information about your plan, find participating retail pharmacies near you and see how much certain medicines will cost. You can go to [info.caremark.com/shbp](http://info.caremark.com/shbp) to also quickly refill mail service prescriptions, receive timely medication alerts, find potential lower-cost options available under your plan, check order

\*Co-pay, co-payment or co-insurance means the amount a plan member is required to pay for a prescription in accordance with a Plan.

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status and ask questions of a pharmacist online. In order to get information specifically about your SHBP plan, you'll need to register first. Have your new medical plan member ID card handy when you sign up.

**Q: How do I download the CVS Caremark mobile app?**

**A:** Visit your smartphone's or tablet's store and search for "CVS Caremark." There is no charge to download and use.

**Q: What is a prior authorization (PA)?**

**A:** Prior authorization is administered by CVS Caremark to determine whether your use of certain medications meets your plan's conditions of coverage. In some cases, a prior authorization may be necessary to determine whether a prescription can be covered under your plan. If your prescription requires prior authorization, your doctor can initiate the review by calling CVS Caremark at **866-231-6377**. CVS Caremark will inform you and your doctor in writing of the outcome.

**Q: Can I find out ahead of time if a medication may need a prior authorization?**

**A:** Yes. Go to [info.caremark.com/shbp](https://info.caremark.com/shbp) and check the cost of your drug. By checking the cost of your drug, you will also be informed of whether a prior authorization or any other requirements are needed for your medication. You may also check the Preferred Drug List posted on the website for your drug which shows any edits required.

**Q: What is a specialty pharmacy?**

**A:** A specialty pharmacy provides injectable, oral and infused medicines. These complex and costly medicines usually require special storage and handling and may not be readily available at a local pharmacy. Sometimes these medications have side effects that require monitoring by a trained pharmacist or nurse. CVS Specialty focuses on providing these medicines while offering specialized clinical support and customer service to you and your caregivers.

**Q: How do I get started with CVS Specialty?**

**A:** You can call us at **866-845-6786** and we will help get you started. With your permission, we will fax your doctor to request a new prescription. Or, your doctor can initiate this by sending CVS Caremark your prescription electronically, by fax or by phone. After your doctor provides the prescription to CVS Caremark, one of our patient care representatives will call you to arrange a convenient time to deliver your medicine. CVS Specialty will provide an expected delivery time after CVS Caremark receives the prescription from your doctor and all shipping requirements are met. CVS Caremark uses scheduled delivery service companies at no cost to you, and all packages include most of the supplies you'll need to properly administer your medicines, also at no charge.

**Q: How much medicine can I receive per specialty prescription?**

**A:** You may receive up to a 31-day supply at a time of specialty medicine through CVS Specialty.

**Q: What if I have questions about my specialty medications?**

**A:** Visit [CVSpecialty.com](https://www.cvspecialty.com) anytime or call CVS Specialty at **866-845-6786** to speak with a representative. At CVS Specialty, you have access to a team of pharmacists and nurses.

**Q: Is there an extra cost to use CVS Specialty services?**

**A:** No. CVS Specialty is part of your prescription drug benefit.

**Q: Can I order all my medications from CVS Specialty?**

**A:** No. CVS Specialty dispenses only specialty medicines. Any other non-specialty prescriptions sent to CVS Specialty will be transferred to CVS Caremark mail service.