



At CVS/caremark™, we are dedicated to delivering the highest level of pharmacy care. The health and well-being of plan members is our top priority. With so many current medications and new medications continually becoming available, CVS/caremark has a number of programs to help make sure you get the most effective and cost-effective prescription drugs.

See below for what CVS/caremark is doing and what you can do to make sure your drugs are safe and effective.

What CVS/caremark does to help make sure your drugs are safe and effective

Prior Authorization

Prior authorization is required for certain drugs or drug classes to help ensure the drugs are safe, effective and appropriate for the prescribed condition. When a drug requires prior authorization, CVS/caremark will work with your prescribing health provider to gather additional relevant information. This information is then reviewed against criteria based on the latest U.S. Food and Drug Administration (FDA) information and medical journals. The criteria are also reviewed within CVS/caremark by physicians and outside of CVS/caremark by practicing clinical experts. Medications that may require prior authorization include drugs that are:

- Generally limited to a specific patient population (for example ,drugs that are generally only indicated for adults)
- Subject to significant safety concerns
- Subject to significant overuse, misuse or unsupported off-label use (used for conditions other than what the drug is FDA approved to treat)
- Compound drugs, some of which have little or no documented evidence that they are clinically effective, are often prescribed off label or have other associated quality and safety concerns

Drug Interactions Review

Every prescription that is processed by CVS/caremark is reviewed along with your prescription history to identify and help prevent potential problems such as unintended interactions with other drugs you are taking.

Drug Safety Alerts

We have a dedicated Drug Safety Alert team monitoring FDA information, as well as all other manufacturer and pharmacy communications, to help ensure that all the prescriptions we dispense are safe and effective. One component of Drug Safety Alerts is product recalls. If a drug is recalled, CVS/caremark takes action immediately to remove the recalled products from our mail service, specialty, and retail store pharmacies, and notify any members who may be at risk.

Quality and Accuracy

All of our pharmacies follow comprehensive quality assurance processes for prescription safety and accuracy. Every prescription we dispense undergoes a multi-step review by a pharmacist prior to being dispensed.

Our mail service and specialty pharmacies use quality-control measures when dispensing medications, such as electronic imaging, quality procedures for compounded prescription items, drug utilization reviews and final quality assurance checks. At our mail service and specialty pharmacies, well-defined processes have been put in place to help ensure accurate dispensing, including on-screen computer messaging, bar-coded prescription labels, electronic prescribing, automated prescription filling technology, electronic pill imaging and quality assurance training for all pharmacy staff.

Safety Labeling



To further ensure patient safety, we include a description of what the medication looks like on each and every prescription label. Our labels also include information about side effects and detailed instructions on how to take the medication properly. Prescription medications also include a detailed drug description information sheet that contains helpful information about side effects, drug interactions and what to do if a dose is missed. These labeling practices apply to all prescription medications dispensed by CVS/caremark.

What you can do to make sure your medications are safe and effective

- Depending on your specific situation, certain medicines may not be right for you. To find out what medical conditions, medicines, over-the-counter items and vitamins could cause problems with a new prescription, visit our Drug Reference and Interactions database at www.caremark.com. Enter the name of the drug in the search field to get information about it and any possible interactions. You should also make sure that your doctor is aware of any medicines or supplements you are currently taking, as well as other health conditions and health history.
- Take your medication as prescribed, including directions for the time of day, with meals, etc.
- If you miss a dose of medication, contact your mail service or retail pharmacy and talk with a pharmacist. You can also visit www.caremark.com and click on Learn About Medications. Type the name of your medicine in the search field and click on the name of your medicine to get to the information page. Scroll down to "What if I miss a dose?" for more information.
- If your medication refill looks different than your last prescription, it may be because a different manufacturer produced it. However, before taking any medicine that looks different, contact your mail service or retail pharmacy and talk with a pharmacist.
- Do not discontinue taking a medication without discussing with your doctor first