



Frequently Asked Questions (FAQs)

Q: Where can I find a CVS pharmacy near me?

A: You can use the CVS Pharmacy Locator on the CVS website or mobile app to find the nearest CVS pharmacy.

Q: What are the pharmacy hours?

A: Pharmacy hours vary by location. You can check the hours of your local CVS pharmacy on the CVS website or mobile app.

Q: How do I refill my prescription?

A: You can refill your prescription online through the CVS website, using the CVS mobile app, or by calling your local pharmacy.

Q: How do I transfer my prescription from an out-of-network retail pharmacy to a pharmacy in the CVS Caremark Pharmacy Network?

A: Find a network pharmacy by using the **Pharmacy Locator** tool or by calling CVS Customer Care at [1-855-801-8263](tel:1-855-801-8263). Then, call or visit your new network pharmacy and tell the pharmacist where you are currently filling your prescription. The pharmacist will contact the out-of-network pharmacy and make the transfer for you.

Q: What is the difference between Mail Order and home delivery for prescriptions?

A: We offer two convenient ways to get your prescriptions delivered to your home:

Mail Order (CVS Caremark Mail Pharmacy)

- Best for maintenance medications you take regularly
- FREE shipping - prescriptions arrive in 2-3 days
- Sign up online at Caremark.com or through the CVS mobile app
- You can check your mail order status at Caremark.com or by calling toll-free [1-855-801-8263](tel:1-855-801-8263).

Home Delivery (from retail pharmacies)

- Available from local pharmacies
- Delivery fees typically apply
- Good for one-time or urgent prescription needs

Q: Can I fill my prescription at an out-of-network retail pharmacy?

A: Yes, you can fill prescriptions at out-of-network pharmacies or when a participating pharmacy can't confirm your plan enrollment. In either case, you will need to pay the full cost of the drug at the time of purchase and request reimbursement later. Your reimbursement will be the eligible drug cost minus your out-of-network cost share. To get reimbursed, download a paper claim form from Caremark.com and submit it within one year of your purchase. The form includes all submission requirements and the mailing address.

Q: What if I need or want to take a brand medication?

A: Our Dispensed as Written Program encourages using generic equivalent medications when available, and you'll pay the standard generic copay for these. However, if you (EUTF or HSTA VB plan participant) or your physician (EUTF plan only) choose a brand-name medication over its generic equivalent, you'll pay the generic copay plus the price difference between the generic and brand versions.

To save money, ask your doctor to prescribe generic or preferred brand medications from the CVS Caremark Drug List, and use the Check Drug Cost tool on the mobile app during your appointment.

Q: What if I have other non-EUTF prescription coverage?

A: If you have prescription coverage through another plan in addition to EUTF (coordination of benefits or COB), contact CVS Caremark Customer Care at [1-855-801-8263](tel:1-855-801-8263) to confirm if your EUTF plan is primary or secondary. If your EUTF plan is secondary, make sure to present both prescription drug ID cards at the pharmacy so they can bill all applicable plans. Note that coordination of benefits is not available at CVS Caremark Mail Pharmacy and some non-participating pharmacies.

Another option is to submit paper claim forms for reimbursement. Please note that Coordination of benefits does not guarantee 100% coverage of your medication. All EUTF plan guidelines still apply, and coverage under your non-EUTF plan does not guarantee coverage under the EUTF plan.

Q: How do I find drug coupons to reduce my out-of-pocket cost?

A: To learn about coupon availability, ask your doctor or pharmacy. You can also check online through the drug manufacturer's website. Please note that coupon usage is not permitted if enrolled in a Medicare Part D drug plan.

Q: How do I use the Caremark app to manage refills online?

A: Please see this video [how to use Caremark digital tools](#) and [how to manage refills](#) online

Q: How do I get my prescription refills at the same time?

A: At CVS pharmacies, ask about CVS ScriptSync to align all your prescription refill dates to a single, convenient pickup date, increasing medication adherence. You can manage this service 24/7 via your CVS.com account or the mobile app, allowing you to select prescriptions to sync, receive ready notifications, and manage family prescriptions.

Q: How do I register for Caremark.com or the CVS mobile app?

A: Visit Caremark.com and click "Register" or download the CVS mobile app from your app store. You'll need your prescription insurance ID card to set up your account. Once registered, you can refill prescriptions, check drug costs, view your formulary, and track mail orders.

Q: How long does it take to receive my mail order prescription?

A: Your prescription will be processed and mailed within 5 business days from when CVS Caremark receives your order. Most prescriptions arrive within 2-3 days after shipping.

Q: How do I move my prescription from a retail pharmacy to mail order?

A: You have three options: 1) Call Customer Care at [1-855-801-8263](tel:1-855-801-8263), 2) Use Caremark.com - select "Prescriptions" then "Start Rx Delivery by Mail," or 3) Ask your doctor to write a new prescription for a 90-day supply and send it directly to CVS Caremark Mail Pharmacy.