



Pharmacy Advisor Program

Specialized Health Support

 **CVS** caremark®



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Your Health and Your CVS Caremark Pharmacy Advisor Pharmacist

Managing your health condition can be a challenge, but you don't have to do it alone. Your CVS Caremark® Pharmacy Advisor Team is here to help. Your Team, including your Pharmacy Advisor pharmacist, can help you:

- Understand how each medication helps lower your risk of for health problems
- Identify how and when to take your medication so you get the most benefit from it
- Manage your medications and side effects to stay on track
- Set personalized goals to help you stay on track

Your Pharmacy Advisor pharmacist provides you with specialized support so you can focus on living a fuller, more active life. If you receive a call or letter that indicates that we need to speak to you, please call us at **1-866-624-1481**. For general questions about your prescription benefits, you should call the number on your prescription ID card or you can visit **Caremark.com**.



Keys to Your Health

You can feel stronger and have more energy every day if you take care of your health. Taking the time to learn about your health can help you feel better today and make better choices in the future.

Know your goals

Managing your condition and following a medication schedule can be stressful and overwhelming. Take steps to understand why and how to take your medication. Have a plan. Try using a medication schedule to help you remember to take medication the right way. Taking medication can help you enjoy better health and peace of mind. Work together with your doctor and pharmacist. They can help you meet your health and medication goals.

See your health care team

Make and keep appointments with all your providers, including:

- Regular doctor
- Specialists
- Eye doctor
- Dentist
- Other health care providers

Staying in touch with your health care team is important. Why? Because your condition may change. Your doctor may need to change your medication or treatment plan.

Talking with your health care team is key when it comes to taking medication the right way. They can help answer some of your questions right away:

- How does the medication help?
- When should I take my medication?
- How do other medications and food affect my medication?
- What should I do if I miss a dose?
- What are the side effects of my medication? What should I do if I have any side effects?

Build a support system

Your friends, family, and health care team can help you deal with a serious health condition. Reach out for help when you need it. You may find that many of the people around you are happy to help. You can ask for a ride to the doctor, a hand with things at home, or just someone to listen.

Let someone know if you're having a hard time dealing with stress. It's not healthy to keep feelings to yourself. You may feel better just by talking about things. Think about joining a support group. This can help you connect with others who understand what you are going through. Meet in person or online to get tips from those with similar health issues. You can also help others. Remember that you are not alone. Support is here, you just have to ask for it.



Getting the Most from Your Medication

It can be hard to remember when and how to take your medication. But medications can best manage your health when they're taken exactly as prescribed. Never change or stop medications without talking to the doctor who prescribed them. Follow these tips to help stay on track.

Make a medication schedule that is easy to follow

Your Pharmacy Advisor pharmacist can help you plan your medication schedule. This includes the best time to take your medication, medication you can take together or separately, and which medication you need to take with or without food.

Take medications as part of your routine

It's best to take medications at the same time(s). For example, take them after eating breakfast or brushing your teeth.

Use reminders

- Set a standing alarm on your cell phone. For example, you can download the CVS Caremark mobile app from Google Play™ or Apple® iTunes® and set reminders.
- Post a sticky note where it can be seen easily. For example, on the bathroom mirror or refrigerator.
- Schedule tasks or appointments on your computer.
- Use a pill box or make a check-off chart.

Make and keep doctor and blood work appointments

Doctors may order blood work or other tests to check your response to treatment. Write down and keep all doctor and blood work appointments because missing them could affect your treatment goals.



Work with your entire health care team

Work closely with your doctors, Pharmacy Advisor pharmacists and other providers. They can give advice on managing side effects and what to do if you miss a dose.

Feeling Your Best

Fill your prescriptions through CVS Caremark Mail Service Pharmacy

Getting all your medications from one pharmacy allows the pharmacist to have a more complete picture of your medication history. This helps the pharmacist to easily check for drug interactions and manage any side effects you may have.

Keep up with your refills

Refilling your prescriptions on time is part of staying healthier. Start automatic refills* through CVS Caremark Mail Service Pharmacy and your medications will be mailed directly to your home or anywhere you like. When a prescription expires or is out of refills, CVS Caremark will contact your doctor to request a new one.

Follow a healthy lifestyle

In addition to taking your medication, follow these healthy lifestyle tips for your overall health:

- Learn all you can about your condition
- Stick to your treatment goals
- Eat healthier
- Stay active
- Reduce stress and cope with anxiety



Patient Profile

When John began to have side effects from his medication, he stopped taking it. The side effects went away. But soon he felt even worse. John talked with his Pharmacy Advisor pharmacist and learned that:

- Stopping medication suddenly could put his health at risk
- Talking with his doctor before stopping a medication was always the best idea
- His doctor could help with questions or problems like side effects

Together, John and his doctor agreed on a new medication with fewer side effects. Soon John was on the path to better health.



Managing Your Health

What else can you do besides taking medication? Here are some tips to help keep your health on track:

- **Eat healthier.** Making good food choices is good for your overall health, including preparing your body to better deal with stress. Start your day right with a healthy breakfast. Keep your energy up and your mind clear with healthy balanced meals through the day. Avoid caffeine and sugar. They can give you a short-term “high,” but it often ends with a crash in your mood and energy.

- **Stay at a healthy weight.** Major life events and the stress of everyday living can get in the way of staying at a healthy weight and having a positive self-image. Don't let that stop you from taking care of yourself. Eat well-balanced meals, spaced out evenly throughout the day. Ask your doctor about the right weight range for your age and height.
- **Be active.** Staying active regularly can help lower body fat, increase muscle strength, control blood pressure, and lower stress. Exercise can also help you sleep better. Take small steps to add more movement into your day. Your doctor can help you make a plan that works for you. Remember to talk with your doctor before you change your diet and exercise level.
- **Get plenty of sleep.** Your body and mind need rest each day. Good sleep habits can help you feel more refreshed and able to handle work, stress, and other aspects of everyday life. Lower the amount of coffee, soft drinks, and sugary snacks in your diet. This can help you feel more relaxed and sleep better.
- **Avoid smoking.** Smoking can damage blood vessels, increase your risk of having high cholesterol, and cause current health problems to get worse. If you are ready to quit, visit www.smokefree.gov or ask your doctor for help.
- **Limit alcohol.** Alcohol use can raise your blood pressure and damage your overall health.
- **Lower stress and anxiety.** Too much stress can wear your body down. It may also increase your chance of having serious health problems. Read on for tips on lowering your stress.

Coping with Stress and Anxiety

Do you ever feel like you don't have the tools to keep up with the demands of your day? This is stress. Too much stress for too long can damage the health of your body and mind. Anxiety or worry is a normal reaction to a stressful event. When the fear or concern becomes too much, it can lead to:

- Stomach upset
- Trouble falling asleep or staying asleep
- Muscle tension
- Headaches



Here are some things you can do to help lower and cope with stress:

- Set limits on how much you can do in a day. Focus on the key tasks and pace yourself.
- Make time to relax, take deep breaths, stretch, take a bath, or spend time with nature. Do something you enjoy every day without feeling guilty.
- Take care of your body by getting enough sleep, eating right, and exercising
- Practice positive self-talk by turning negative thoughts into positive ones. Change “I can’t do this” to “I can do my best.”
- Connect with others to share a good laugh or talk about how you are feeling. Don’t be afraid to get help if you need it. Everyone needs help sometimes.
- Think positively. Look for the good in a situation and think about what you are glad about in your life.
- Become a problem solver. Make a list of things you can change or make better. Know there are some things that you can’t control.



Are you like Susan?

Susan had little time to take care of herself. Susan was also a single mom. She cared for two young children. Susan forgot to take her medication sometimes. Then she stopped it altogether. Soon Susan started getting headaches and dizziness. She was tired. Often she felt overwhelmed, sad, or angry. With the help of a Pharmacy Advisor pharmacist, Susan learned that:

- Taking care of herself was good for her family and for her
- Seeing her doctor was the best way to get back on track with her medication
- Taking time for herself made her feel better and gave her more energy to help loved ones

Susan started walking with a friend in the mornings. She also attended a support group at her local hospital. This helped relieve some of her stress.

Resources

The following websites can help you better understand and manage your condition. They provide information on the latest health news, exercise and nutrition tips and more.

- National Institute of Health | www.nih.gov
- Centers for Disease Control and Prevention | www.cdc.gov
- CVS Caremark | www.caremark.com
 - Schedule or request a refill
 - Start automatic refills*
 - View your prescription records

If you do not want to receive any more communications about this program from CVS Caremark, please call **1-866-624-1481**.

This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.

*Your refill will be mailed to you automatically before your refill due date, without any service, shipping or handling charges. Any copay or coinsurance will be charged at that time, unless you cancel the order. We will alert you before your prescription is refilled or renewed. To cancel, you must notify us by calling the toll-free Customer Care number on your prescription ID card or notify us. You will have at least 10 days to cancel the order. If we do not provide you with at least 10 days to cancel, we will accept a return of the order and issue a full refund, including postage. To cancel your enrollment in automatic refill at any time, call us or notify us at www.caremark.com. Automatic refill is available for most common maintenance medications for chronic conditions or long-term therapy. Not all mail service prescriptions are eligible. Medications such as controlled substances, specialty drugs and prescriptions covered by certain government payers, including Medicare Part B, are not part of this program.

CVS Caremark does not operate the websites/organizations listed here, nor is it responsible for the availability or reliability of their content. These listings do not imply or constitute an endorsement, sponsorship or recommendation by CVS Caremark.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. Patient stories are represented for illustrative purposes only. Any resemblance to an actual individual is coincidental. All data sharing complies with applicable firewall and privacy laws.

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Take Control of Your Health

- ✓ Create a medication schedule
- ✓ Take your medication as part of your routine
- ✓ Use reminders to help you stay on track
- ✓ Call a CVS Caremark Pharmacy Advisor pharmacist anytime if you need help staying on track
- ✓ Start automatic refills*
- ✓ Keep your medical appointments
- ✓ Follow a healthy lifestyle
- ✓ Reduce and cope with stress
- ✓ Learn more about your health

Control the Cost of Your Medication

CVS Caremark understands that the cost of medication can add up. We can help you with these costs so that the expense of your medication does not prevent you from taking care of your health. Some ways you might be able to save money include ordering a 90-day supply of your medication or choosing generics when possible. Generics work the same as brand-name medications, but often cost less.

For more information on ways to save, visit **Caremark.com**. You can also call the toll-free number on your member ID card.