

# Clover Health

## 2023 Pharmacy Directory

For more recent information or other questions, please contact Clover Health at 1-888-778-1478 or, for TTY users, 711, 8am-8pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays, or visit [www.cloverhealth.com](http://www.cloverhealth.com).

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at [www.cloverhealth.com](http://www.cloverhealth.com). You may also call Member Service at 1-888-778-1478 (TTY/TDD users should call 711) for updated information.

This search tool provides a list of Clover Health's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Clover Health's formulary.

When this pharmacy directory refers to "we," "us", or "our," it means Clover Health. When it refers to "plan" or "our plan," it means Clover Health.

We call the pharmacies on this list our "network pharmacies" because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Clover Health only if they are filled at a network pharmacy [or through our mail order pharmacy service]. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

You can go to all the pharmacies found on this search tool, but your costs for some drugs may be less at pharmacies in this list that offer preferred cost sharing. We have marked these pharmacies as "**Preferred**" to distinguish them from other pharmacies in our network that offer standard cost sharing.

The types of pharmacies that appear in this directory search tool are:

- Retail Pharmacies, including Chain Pharmacies
- Mail Order Pharmacies
- Home Infusion Pharmacies
- Long-term Care Pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section in this document.

If you have questions about any of the above, please contact Clover Health.

## **Mail Order Pharmacy**

CVS Caremark Mail Service Pharmacy™

Phone: 800-552-8159 (TTY 711)

Online: caremark.com

You can get prescription drugs shipped to your home through our network mail order delivery program.

If you have used mail order services with your current plan before, or if you opt in now, our pharmacy will automatically fill and ship new prescriptions received directly from your doctors or other prescribers. You may opt out of automatic deliveries of new prescriptions at any time by contacting CVS Caremark Customer Care at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans. If you never had mail order delivery and/or decide to stop automatic fills of new prescriptions, we will contact you each time we get a new prescription from a provider, to see if you want the medication filled and shipped at that time. This will give you an opportunity to make sure that the correct drug (including strength, amount, and form) will be delivered, and, if necessary, allow you to cancel or delay the order before you are billed and it is shipped.

For refills of your mail order prescriptions, you have the option to sign up for an automatic refill program. Under this program, we will start to process your next refill automatically when our records show that you should be close to running out of your drug. We will contact you prior to shipping each refill to make sure you are in need of more medication. You can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use the auto refill program, please contact us 15 (fifteen) days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. To opt out of the automatic refill program, please contact CVS Caremark Customer Care at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans.

Typically, you should expect to receive your prescription drugs within 10 (ten) calendar days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact CVS Caremark Customer Care at 1-855-479-3657 for PPO plans and 1-844-232-2316 for HMO plans. TTY number/TRS Relay number 711.

## **Home Infusion Pharmacies**

Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. To locate a home infusion pharmacy in your area on this search tool, check off “Home Infusion Therapy” under Pharmacy Type. Please contact the pharmacy directly to confirm availability for prescription and other home infusion pharmacy services.

## **Long-Term Care Pharmacies**

Residents of a long-term care facility may access their prescription drugs covered under <Plan Name> through the facility’s long-term care pharmacy or another network long-term care pharmacy. To locate a long-term care pharmacy in your area on this search tool, check off “Long Term Care” under Pharmacy Type. Please contact the pharmacy directly to confirm availability for prescription and other Long-Term Care pharmacy services.

For more recent information or other questions, please contact Clover Health at 1-888-657-1207 or, for TTY users, 711, Hours are 8 am- 8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays, or visit [www.cloverhealth.com](http://www.cloverhealth.com).

Clover Health is a Preferred Provider Organization (PPO) plan and a Health Maintenance Organization (HMO) plan with a Medicare contract. Enrollment in Clover Health depends on contract renewal. This information is not a complete description of benefits. Call 1-888-657-1207 (TTY 711) for more information.