

Getting started with CVS Caremark Mail Service

If I am currently enrolled in a Wells Fargo medical plan, will my remaining refills at a different mail pharmacy (e.g. Medco) transfer to CVS Caremark Mail Service Automatically?

1. United HealthCare Consumer Directed Health Plan (CDH Gold and Silver), HSA High Deductible Health Plan, United HealthCare PPO, HealthPartners PPO:
 - Yes, your remaining refills will be sent from Medco to CVS Caremark.
 - Note: if the prescription is expired (i.e. typically more than a year old) or is a controlled substance, your prescription is not allowed to be transferred. You will need to get a new prescription).
2. Coventry, BlueChoice Georgia, HealthPlan Nevada, Kaiser, SelectHealth, New West, Presbyterian:
 - No, you will need to get a new mail order prescription and submit it to CVS Caremark Mail Service Pharmacy via the two methods listed below.

Note: If you are currently enrolled in one of the following Wells Fargo medical plans, HealthNet, Aetna EPO, Anthem Blue Cross Blue Shield PPO or UnitedHealthCare Medicare Supplement Plan, CVS Caremark currently administers your mail order benefit so remaining refills will be available at the CVS Caremark mail service pharmacy after January 1, 2012.

Getting Started with CVS Caremark Mail Service by Phone

Once you receive your CVS Caremark Prescription Card, you can call 1-800-772-2301. Have your benefit ID number located on the front of the ID card ready. CVS Caremark will help you switch to mail order.

1. Let the representative know you wish to fill your prescription through mail service.
2. Provide the names of the long-term medications you take, your doctor's name and phone number, your mailing address and method of payment.
3. The Customer Care Representative will reach out to your physician for an updated prescription and process your order.

Getting Started with CVS Caremark Mail Service by Mail

Note: Please do not submit mail order forms prior to Monday, December 12, 2011 unless you are currently enrolled in a Wells Fargo medical plan that is administered by CVS Caremark (i.e. HealthNet, Aetna EPO, Anthem Blue Cross Blue Shield PPO or UnitedHealthCare Medicare Supplement Plan)

1. If you need your prescription filled right away, ask your doctor to write two prescriptions for your long term medicines:
 - The first for a short-term supply (30 days) to be filled right away at a participating retail pharmacy
 - The second for the maximum day supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS Caremark
 - If you are not in a hurry, just mail your prescription for up to a 90-day supply (with appropriate refills) to CVS Caremark.
2. Complete the mail service order form.
3. Mail our order form along with your prescription(s) and payment to the CVS Caremark Mail Service Pharmacy address printed on the form. You can pay using the electronic check, Bill Me Later, or credit/debit card (VISA, MasterCard, Discover or American Express). You may also pay check or money order. DO NOT SEND CASH.
 - Note: Electronic check and Bill Me Later require pre-registration which can be done calling Customer Care at 1-800-772-2301.
4. Allow up to 10 days from the day you submit your order for delivery of your medicine.