

Frequently Asked Questions Regarding Your Prescription Benefits

Can I receive additional ID cards?

Yes, you can get additional member ID cards by calling CVS Caremark® Customer Care at 1-866-209-6093. You can also print your own temporary ID card by visiting Caremark.com or view your ID card on the CVS Caremark mobile app after registration.

How do I download the CVS Caremark Mobile App?

A. Visit the iTunes App Store or Google Play to download the CVS Caremark app to your mobile device. Through the app, you can check drug costs, locate in network pharmacies, view your ID card, and more.

Can I fill my medicine at a non-participating pharmacy?

In most instances, you will not need to visit a non-participating pharmacy because there are over 66,000 participating pharmacies in the CVS Caremark network. When you choose to go to a non-participating pharmacy, you will pay 100 percent of the prescription cost. You may then submit a paper claim form to CVS Caremark, along with the original prescription receipt(s), for reimbursement of the eligible portion of the cost.

How do I change my prescription from a non-participating retail pharmacy to a CVS Caremark participating retail pharmacy?

Go to a CVS Caremark participating retail pharmacy and tell the pharmacist where your prescription is currently on file. The pharmacist will contact the pharmacy and transfer your prescription. To find a nearby CVS Caremark participating retail pharmacy, call Customer Care at 1-866-209-6093.

When should I use a retail pharmacy instead of CVS Caremark® Mail Service Pharmacy?

You should use the retail pharmacy for your immediate and short-term medicine needs. Use the mail service program or CVS Pharmacy® for your long-term maintenance medicines.

Why should I use CVS Caremark Mail Service Pharmacy for my prescriptions?

CVS Caremark Mail Service Pharmacy provides a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medicine for direct delivery to your home with free standard shipping. By using your mail service program, you minimize trips to the pharmacy while saving money on your prescriptions.

How long does it take for my prescriptions to arrive by mail?

You can expect to receive your prescription approximately two weeks from the date you mail your order. For refills that are placed online or phone, you can expect to receive your medication seven days from the date you place the order.

How do I check on the status of my order?

You can check your refill order status by visiting Caremark.com, using the CVS Caremark mobile app, or calling Customer Care at 1-866-209-6093.

How should I ask my doctor to write my prescription to receive the maximum benefit from CVS Caremark Mail Service Pharmacy?

Remind your doctor to write “90-day supply plus refills”, when clinically appropriate, for maintenance medicines that are filled through CVS Caremark Mail Service Pharmacy or at CVS Pharmacy. Your prescription must be filled for the exact quantity of medicine that your doctor prescribes, up to your plan design limit. When you need to take your maintenance medicine right away, ask your doctor for two prescriptions – one for up to a 30-day supply and one for up to a 90-day supply, with refills when clinically appropriate. Have the short-term supply filled immediately at a CVS Caremark participating retail pharmacy and send the 90-day supply prescription to CVS Caremark Mail Service Pharmacy, or have it filled at any CVS Retail Pharmacy for the same cost.

What is a preferred medicine?

Preferred brand medicines are drugs covered under your prescription benefit plan that help treat most conditions while managing costs for your plan. They are generally considered to offer equal or greater therapeutic value and often more cost-effective than the other medicines in the same drug category.

How can I determine if my medicine is preferred?

Register or sign in to Caremark.com then use the tool available under "Check Drug Cost & Coverage". If the medicine you enter is non-preferred, alternative preferred medicines will be listed on the Medication Pricing and Coverage Results screen. You can also review CVS Caremark Standard drug list.

Can the cost of a medicine change?

Yes. Medicine costs may change for various reasons. For example, a generic version may become available or manufacturer may change the medication price. Prescription coverage may also change from time to time depending on which medicines are on the preferred or non-preferred drug list.

Does the "Check Drug Cost & Coverage" retail cost information reflect exactly what I'll pay?

The exact amount you'll pay may be slightly different for a couple of reasons: tax rates may vary by pharmacy and average discounted prices can vary slightly on a daily basis. Contact your participating retail pharmacy for exact pricing in your location.

Is the annual retail deductible reflected in “Check Drug Cost & Coverage”?

Yes. Since this tool only estimates your cost, the \$100 per individual (\$300 family maximum) annual retail deductible will be added to the cost of every drug you price for retail purchase.

Are non-sedating antihistamines (NSAs) like Clarinex, covered under the Prescription Drug Program?

Because safe and effective non-sedating antihistamines (NSAs) like Claritin are available over-the-counter, prescription NSAs such as Clarinex are not covered.

Are proton pump inhibitors (PPIs) (e.g., Prilosec, Prevacid and Nexium) and H2 blockers (e.g., Zantac and ranitidine) covered under the Prescription Drug Program?

Please check the CVS Caremark Standard Drug List for the latest list of covered generic and/or brand PPIs and H2 blockers.

Please note that safe and effective over-the-counter medicines like Prilosec OTC, Omeprazole and Pepcid AC are available and may be a less expensive alternative even though they are not covered under your prescription drug program.

What are short-term medicines?

Short-term medicines are used to treat acute conditions — like most coughs, colds, flu and infections. If you have been prescribed a short-term medicine, you should probably begin taking it as soon as possible. Fill short-term prescriptions at a CVS Caremark participating retail pharmacy.

What are specialty pharmacy services?

Certain conditions require special pharmacy products, often in the form of injected medicine. These conditions include cancer, multiple sclerosis, growth hormone disorders, immune deficiencies and more. CVS Specialty® pharmacy provides support to you, including 24-hour access to pharmacy services and emergency pharmacist consultation as well as ongoing support and counseling. Learn more about CVS Specialty services at [Caremark.com](https://www.caremark.com).

How can I fill specialty medications?

You will need to use CVS Specialty to obtain specialty medications. If you use a pharmacy other than CVS Specialty, it will not be covered by your plan.

To fill a prescription with CVS Specialty your doctor can send your prescription to CVS Specialty via fax, e-Prescribe or phone call

For prescriptions filled through CVS Specialty you have the choice to either pick up your prescription in a CVS retail pharmacy or have the prescription delivered to your home. You may contact CVS Specialty at 800-237-2767 from 7:30 a.m. to 9 p.m. (EST) Monday through Friday.

Note: Your medication may be subject to CVS Caremark's utilization management program such as Step Therapy, Prior Authorization or Quantity limit, etc., please contact CVS Caremark for detail.

What is the Specialty Guideline Management Program?

A Specialty Guideline Management Program helps ensure responsible utilization taking into account safety, efficacy, and appropriateness of the prescription medication. CVS Caremark will work with your physician to obtain the necessary clinical information for their review, which will ensure the medication is being prescribed in accordance with nationally recognized clinical guidelines before coverage is provided. This review may determine that other medications are more appropriate, and thus deny coverage for the requested specialty medication. Pharmacy.

When should I request a refill from the mail service pharmacy?

To ensure that you always have a supply on hand, please send in a refill request 25 days before you are scheduled to run out of medication. This refill date can be found on your prescription bottle label.

What is a copayment, coinsurance, or copay?

Copayment, coinsurance or copay means the amount a plan participant is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan.

What is a drug list?

The drug list is a guide within select therapeutic categories of preferred prescription medicines that have been chosen because they are clinically appropriate and cost effective. The drug list is typically updated every three months in January, April, July and October. The drug list promotes the use of preferred brand-name medicines and generic medicines whenever possible. Generic medicines are safe and generally work the same way as brand-name medicines and must be approved by the U.S. Food and Drug Administration for safety and effectiveness. Generic medicines generally cost less than brand-name medicines.

Where can I obtain a drug list?

You can obtain the most current drug list by signing in to Caremark.com after registration or by calling CVS Caremark Customer Care at 1-866-209-6093. To save money, have your doctor prescribe a generic or preferred brand-name medicine from the CVS Caremark Drug List. You may want to take it with you when you visit your doctor for a prescription. The drug list is typically updated every three months in January, April, July and October.

What are long-term or maintenance medicines?

Long-term or maintenance medicines are drugs that you will be taking for more than one treatment cycle; that is, they are medicines that you will need to have refilled several times. Common maintenance medicines are those used to treat high blood pressure, diabetes, asthma, depression and ulcers. Find out if a medication you're taking is on the CVS Caremark Maintenance Drug List. Ordering through the CVS Caremark Mail Service Pharmacy is a convenient and cost-saving way to fill prescriptions for maintenance medicines. You can also fill a 90-day supply at your local CVS Pharmacy for the same cost as the mail service. Note: You can fill two 30-day supplies at any retail pharmacy before you must fill a 90-day supply through CVS Caremark Mail Service Pharmacy or at a CVS Retail Pharmacy.

What is Maintenance Choice®?

If a medication you're taking is on the CVS Caremark Maintenance Drug List, you can fill two 30-day supplies at any retail pharmacy before you must fill a 90-day supply through CVS Caremark Mail Service Pharmacy or at CVS Pharmacy (for the same cost). A 90-day supply is less expensive than three 30-day fills and the retail deductible does not apply to a 90-day Maintenance Choice medication obtained at CVS. Do I have any options other than Maintenance Choice? You have a choice on how you obtain your maintenance medications — through CVS Caremark Mail Service Pharmacy or CVS Pharmacy. You may also opt out of Maintenance Choice and obtain a 90-day supply (or a 30-day supply) at any participating network pharmacy. (Please keep in mind that it may be more cost effective for you to use CVS Caremark Mail Service Pharmacy or CVS Retail Pharmacy.) You may use the "Check Drug Cost & Coverage" tool to check the price of your prescription drug. If you have any questions, please contact CVS Caremark Customer Service at 1-866-209-6093.

