

Prescription Benefit Program Member Questions – Maintenance Choice®

Q1. Why should I use CVS/pharmacy or CVS Caremark Mail Service Pharmacy to fill my prescriptions?

A1. CVS/pharmacy and CVS Caremark Mail Service Pharmacy offer high-quality service and the best cost savings on 90-day* supplies of your long-term** medications. You can choose the most convenient option – pick-up at CVS/pharmacy or home delivery through CVS Caremark Mail Service Pharmacy.

Q2. When should I use a retail pharmacy instead of CVS Caremark Mail Service Pharmacy?

A2. Use any participating retail network pharmacy for your short-term medication needs*** and use CVS/pharmacy or CVS Caremark Mail Service Pharmacy for your long-term medication needs.

Q3. How do I get the medications I'm currently taking in a 90-day supply?

A3. If you currently receive your long-term medications from CVS/pharmacy or CVS Caremark Mail Service Pharmacy, we will contact your doctor and notify you about changing to a 90-day prescription if necessary.

If you need to change how you receive your long-term medications, either by using CVS/pharmacy or CVS Caremark Mail Service Pharmacy, we'll take care of it for you. We will contact you when you have your last allowable fill and work with your doctor to get a 90-day prescription filled based on your choice of pharmacy – CVS/pharmacy or mail service.

Q4. How should I ask my doctor to write my prescription to receive the maximum benefit?

A4. Ask your doctor to write a prescription for a 90-day supply (plus three refills, as appropriate) for long-term medications. The pharmacy must fill your prescription for the exact quantity noted on the prescription, up to your plan design limit. If you plan to use mail service for a newly prescribed medication, but need your initial fill immediately, ask your doctor for two prescriptions:

- The **first** for up to a 30-day supply, to be filled right away at any participating retail network pharmacy
- The **second** for a 90-day supply with as many as three refills (as appropriate) through CVS Caremark Mail Service Pharmacy

Decide with your doctor how you would like to get your prescription to the pharmacy to be filled. You can take a written prescription to the retail pharmacy yourself or mail it to CVS Caremark Mail Service Pharmacy. You can also have your doctor call, fax or electronically send a prescription directly to the pharmacy of your choice.

Q5. Can I fill a 90-day prescription at a retail pharmacy?

A5. Yes. You can get a 90-day supply of your long-term medications at CVS/pharmacy for the same copay**** as mail service. CVS/pharmacy is the only retail pharmacy that can provide you with a 90-day supply.

Q6. If I use CVS Caremark Mail Service Pharmacy, how long will it take for my prescription to arrive?

*The actual quantity may vary depending on your plan design.

**A long-term medication is taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes or high cholesterol

***Your prescription benefit plan may limit the number of 30-day fills for long-term medications at a network retail pharmacy, or your copay may increase after a limited number of fills.

****Copayment, copay or coinsurance means the amount a plan member 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. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

A6. You can expect to receive your prescription 7 to 10 days from the time your order is placed.

Q7. How do I check the status of my mail service order?

A7. You can check the status of your mail service refill at www.caremark.com or by calling the toll-free number on your benefit ID card.

Q8. How can I find a CVS/pharmacy?

A8. To locate a CVS/pharmacy near you, visit www.cvs.com and use the store locator or call the toll-free number on your benefit ID card. Customer Care can help you locate a CVS/pharmacy near you.

*The actual quantity may vary depending on your plan design.

**A long-term medication is taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes or high cholesterol.

***Your prescription benefit plan may limit the number of 30-day fills for long-term medications at a network retail pharmacy, or your copay may increase after a limited number of fills.

****Copayment, copay or coinsurance 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.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

5287-15314a 111811