

Frequently Asked Questions Regarding Salesforce.com Benefits

Q: How do I register at Caremark.com?

A: Go to **Caremark.com/startnow**. You will then fill in your first name, last name, date of birth, address, ZIP code, gender and ID number found on your prescription benefit card in order to register.

Q: How can I check that my current pharmacy is in the CVS Caremark® Retail Pharmacy Network?

A: You can visit **Caremark.com**, and find the Pharmacy locator tool at the top right of the page. You can also call Customer Care at **1-844-345-2824**.

Q: How can I find out how much my cost is going to be for a medication?

A: You can find out the cost of medications by using one of the below mentioned links to the Check Drug Cost tool or by calling Customer Care at **1-844-345-2824**.

- [Aetna or UHC HDHP Premium - Single](#)
- [Aetna or UHC HDHP Standard - Single](#)
- [Aetna or UHC HDHP Premium - Family](#)
- [Aetna or UHC HDHP Standard - Family](#)
- [Aetna or UHC EPO](#)
- [Aetna or UHC PPO](#)

Drugs that are covered at 100% include generic and brand oral contraceptives, all prescribed forms of birth control, diabetes supplies, and generic maintenance drugs for asthma, diabetes, hyperlipidemia, hypertension and heart disease.

Q: How do I order prescriptions after January 1, 2018?

A: Choosing how to fill your prescription depends on whether you are ordering a short-term or long-term medication:

- **For short-term medications (like an antibiotic)**, fill anywhere in our network of more than 68,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 9,700+ CVS Pharmacy® locations (including those inside Target stores).
- **For long-term medications (such as for high blood pressure or diabetes)**, get them delivered to your door **or** pick them up at a CVS retail pharmacy.
 - To sign up for mail service, choose either option below:
 - Register at **Caremark.com/startnow** and follow the instructions to request a new 90-day prescription.
 - Call Customer Care at **1-844-345-2824**
 - To pick up your 90-day supply at a CVS retail pharmacy, choose either option below:
 - Bring a new prescription to your local CVS Pharmacy location or have your prescriber submit a prescription to the CVS Pharmacy of your choice.
 - Call Customer Care at **1-844-345-2824**

1. Actual quantity may vary depending on your plan.

2. Customers in Hawaii only may use a Longs Drugs location.

3. Where allowed by law. In-store pick up is currently not available in Oklahoma. Some states require first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

Q: How do I start using CVS Caremark Mail Service Pharmacy?

A: As of **January 1, 2018**, you can get started with mail service by doing one of the following:

1. **Phone:** Call Customer Care at **1-844-345-2824**
2. **Online:** Visit **Caremark.com/mailemailservice** and sign in. Follow the guided steps to request a prescription. Once we have your information, we will contact your doctor for a 90-day prescription of your current medicine
3. **Fax:** Prescriber can return a mail service order form via fax at 1-800-378-0323
4. **Mail:** Fill out and return a mail service order form. You can download one at Caremark.com, or you can obtain one from Customer Care at **1-844-345-2824**

Q: What kinds of medications can I fill through the CVS Caremark Mail Service Pharmacy?

A: Mail service is a convenient way to have 90-day supplies of your long-term medications (e.g., those used to treat conditions like high blood pressure, diabetes, asthma, etc.) shipped to you at no added cost. Mail service can save you both time and money—you don't have to worry about making a trip to the pharmacy every 30 days, and 90-day supplies typically cost less than three 30-day supplies. 90-day¹ supplies can also be filled at your local CVS Pharmacy² store. These 90-day fills at retail come with the same cost benefits as mail service. You pay the mail service copay, instead of three 30-day copays, resulting in savings equivalent to one 30-day fill each time you fill your long-term medication.

Q: What is a specialty medication and where can I fill my prescription?

A: Specialty medications are specialized products used to treat complex conditions like rheumatoid arthritis, multiple sclerosis, rare genetic disorders, fertility and cancers. Many, but not all, are injectable, but increasingly new specialty medications are oral treatments.

You may get your first specialty fill at any network retail pharmacy that can obtain the medication. All refills of your specialty medication must be filled by CVS Specialty or CVS Pharmacy³ since they provide additional support to help you understand complex medical conditions and the medications used to treat them. Often, specialty medications have unique administration and storage requirements. Specially trained pharmacists and nurses at CVS Specialty can help ensure you get the greatest benefit from these medications. Filling your specialty medications through our pharmacies is one of the best ways to learn about these complex treatments.

You can contact CVS Specialty Customer Care at 1-866-846-3095 for help with your specialty prescriptions.

Q: What are compound drugs and are they covered?

A: Compound drugs are prescriptions for which the pharmacist must mix two or more ingredients to prepare a medication specially requested for you by your doctor. Compound drugs that meet certain criteria are covered under your prescription benefit plan; however, they are subject to prior authorization review. If approved, they will be covered under the prescription portion of your plan.

Q: How long does it take to receive my medications that I order through the CVS Caremark Mail Service?

1. Actual quantity may vary depending on your plan.

2. Customers in Hawaii only may use a Longs Drugs location.

3. Where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

A: For new prescriptions, it can take up to 10 days from the day you submit your order for delivery of your medication. Refills are usually delivered within seven days of placing your order. Although CVS Caremark processes the orders within a day or two, the exact delivery day depends on the U.S. Postal Service.

Q: How can I check the status of my refill order?

A: You can check the status of your mail order refill for non-specialty medications by logging in to your account on Caremark.com. Click “My Account” on the top right of the page, then click “Prescription History and Order Status.” You can also call Customer Care at **1-844-345-2824**.

Q: Will I be reminded when it’s time to refill my medication?

A: You will be reminded to refill your medication if you sign up for refill alerts. You can sign up for refill reminders in one of three ways:

- Go online to **Caremark.com**
- Use the CVS Caremark mobile app
- Call Customer Care at **1-844-345-2824**

Q: Will CVS Caremark fill open refills on my medications on file with my previous provider? Do I need a new prescription from my doctor?

A: If you still have refills remaining on prescriptions being filled through your previous mail service orders, these open refills will be transferred to CVS Caremark. Call the number on your prescription ID card or go online to request your refill.

NOTE: Exceptions include controlled substances. By law, these prescriptions are not allowed to be transferred between prescription providers.

Q: I have a refill on a medication I obtained through pharmacy other than CVS Pharmacy. Do I need to go to a CVS Pharmacy to have it filled or can I continue filling it at the existing pharmacy?

A: Your refill information will be maintained by the retail pharmacy in which you originally filled the prescription as long as the pharmacy is in the CVS Caremark retail network. You may refill that prescription at the same pharmacy or choose to have it transferred to another pharmacy in our network of more than 68,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 9,700 CVS Pharmacy locations (including those inside Target stores). Regardless of which pharmacy you choose to refill your prescription, you will need to present your new prescription ID card to help ensure that your prescription will be covered under your plan.

Q: What if I want to speak with a pharmacist?

A: You can speak to a pharmacist 24 hours a day, seven days a week, by calling Customer Care at **1-844-345-2824**. The pharmacist may ask you several questions to verify your identity.

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