

CVS Caremark Mail Service Pharmacy



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

The 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 medication for direct delivery to the location you choose. By using your mail service program, you minimize trips to the pharmacy, while saving costs on your prescriptions.

How can I receive the maximum benefit from the CVS Caremark Mail Service Pharmacy?

To make full use of CVS Caremark Mail Service Pharmacy, ask your doctor to write two prescriptions: one prescription for up to a 30-day supply for immediate needs for your short-term medication to be filled at your local retail pharmacy, and a second prescription up to a 90-day supply of medication along with the appropriate number of refills (*normally three refills/a year's worth*) to be filled through the mail service pharmacy.

How long will it take for my prescription to arrive by mail?

If you choose to order refills through our website or the automated phone system, you can expect to receive your prescription within 10 to 14 days from the date we receive your order. Standard shipping is no additional cost.

FastStart® – For fastest service

By letting CVS Caremark contact your doctor to get a new prescription, we can help you save money by eliminating unnecessary doctor visits. If your medical condition is well managed, you may not need to visit your doctor just to receive a new prescription. You have two options:

Phone Option

1. Call **1-800-875-0867** (*TDD please dial 1-800-231-4403*)
2. Let the representative know you wish to fill your prescription through mail service.
3. Provide information on your Benefit ID card, the names of the long-term medications you take, your doctor's name and phone number, billing information and your mailing address. Your doctor will provide prescription details.

Web Option

1. Sign in to www.caremark.com
2. Select **Order Prescriptions** tab
3. Select **Request a Prescription with FastStart®**

Order Form Option

Please complete an order form, attach your new 90-day supply prescription and mail it to CVS Caremark, along with the appropriate copayment in the

self-addressed envelope or return it to the address listed in your booklet. You can print order forms at www.caremark.com. Simply log on to this website with your username/login ID and password (*you will assign at initial login*), click on the **My Account** tab on the top right of the page, then click **Forms for Print**.

Adding New Medications

You may use the phone or order form options above. Your account and billing information should already be on file.

Refills

In addition to the phone or order form options above, you can place refill orders by simply logging in to www.caremark.com with your username/ login ID and password, click on the **Order Prescriptions** tab, selecting Refill Prescriptions and choosing the prescriptions that you want to refill. Your account and billing information should already be on file. You also will receive a computer- generated Participant Profile/ Order Form and pre-addressed envelope with each CVS Caremark prescription mailed to you. The form will be filled in with your preprinted information, so you will not need to complete the form every time you submit a mail service prescription. If your address, doctor or health condition information changes, please note them on the Participant Profile/Order Form and be sure to make the same changes to your account at www.caremark.com.

Auto Refill Option

Let CVS Caremark automatically renew and refill your maintenance medications. If you or a family member takes common maintenance medications for a chronic condition or long-term therapy, this new mail service program could provide you with the convenience and ease of automatic refills and renewals. By enrolling in the Automatic Renewal and Refill Service, CVS Caremark will:

- Automatically send your mail service maintenance medications at the appropriate time
- Request a new prescription from your doctor when a prescription is about to expire or when the last refill has been filled
- Keep you informed about your prescription status using the method you choose – automated phone call, email or text message

It's Easy and Convenient

- Receive your maintenance medications through mail service automatically at the appropriate time
- Helps save time and money by eliminating doctor visits for routine prescription renewals
- Choose how you want to get updates on your prescriptions
 - automated phone call, e-mail or text message

To find out if your maintenance medications are eligible, simply log on to www.caremark.com and click on **Refill Prescriptions** or call Customer Care toll-free at **1-866-644-7527**.