

Prescription Benefit Program FAQ – Maintenance Choice®

Q. What is Maintenance Choice®?

A. Maintenance Choice® is a CVS Caremark® program that lets you easily fill your long-term (maintenance) medications. These are medications you take for chronic conditions such as high blood pressure, asthma, diabetes and high cholesterol.

Q. How do I obtain my long-term medications through Maintenance Choice?

A. You can choose the most convenient option – pick-up at CVS Pharmacy® or home delivery through CVS Caremark Mail Service Pharmacy – when filling 90-day prescriptions for your maintenance medications.

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

A. 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.

Q. How do I transition my current maintenance medications to a 90-day supply?

A. If you currently receive your long-term medications from CVS 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 and you are already using a CVS Pharmacy, we'll take care of it for you. **Beginning July 1, 2016**, use www.caremark.com or call us at **1-855-217-5433**.

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 CVS Pharmacy or mail service.

If you filled your maintenance prescription at a participating network pharmacy other than a CVS Pharmacy store, CVS Caremark will send you a reminder letter to contact your prescriber for a 90-day prescription. There are four ways that you can obtain your 90-day supply through Maintenance Choice **starting July 1, 2016**:

1. Bring your new 90-day prescription to a local CVS Pharmacy store location.
2. Refill your prescription at www.caremark.com. CVS Caremark will then contact your prescriber for your prescription information.
3. Call CVS Caremark Customer Care toll-free at **1-855-217-5433**.
4. Fill out and send in a mail service order form. This order form will be included in the Welcome Kit that you will receive from CVS Caremark in June.

Q. How should I ask my doctor to write my future 90-day prescription to receive the maximum benefit?

A. 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 a CVS Pharmacy or mail service

Prescription Benefit Program FAQ – Maintenance Choice®

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

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

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

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

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

A. **Beginning July 1, 2016**, 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.

Q. How can I find a CVS Pharmacy?

A. 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.

Q. What is my copay for a 90-day supply at a CVS Pharmacy or through CVS Caremark Mail Service?

A. Your copay for a 90-day supply depends on several factors, including whether the medication is a brand or generic product. To find out your copay, log on to Caremark.com **beginning July 1, 2016**. Click “Understand My Plan and Benefits” and then “Check Drug Coverage and Cost” or call the toll-free number on your benefit ID card to confirm your copay amount. This FAQ contains the same information that you can find on our website.

Q. How do I download the CVS Caremark Mobile App?

A. You may visit the [iTunes App Store](http://iTunes.com) or [Google Play](http://Google.com) or go to www.caremark.com/mymobile, to download the CVS Caremark app to your mobile device. Please note if you are using an Apple device the mobile app requires IOS6 or above. **Prior to July 1, 2016**, you will have access to the Easy Refill, Pill Identifier, and Drug Interaction features of the mobile app. **Beginning July 1, 2016**, you will have access to the Find a Pharmacy, Review Orders and History, and Check Drug Costs features. In addition to these features you will also be able to View your Prescription ID Card.



Prescription Benefit Program FAQ – Mail Service Pharmacy

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

A. The CVS Caremark Mail Service Pharmacy is a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication. You can have your long-term medication delivered to your home, office or a location of your choice with free standard shipping. By using mail service, you minimize trips to the pharmacy while saving money on your prescriptions.

Q. What should I do if I have existing refills with Future Scripts?

A. Future Scripts will be transferring all existing refills to CVS Caremark. Your mail service refill request may be delayed because we must wait until the refill information is transferred.

To help avoid a delay, choose **one** of these options:

- Ask your doctor to write a new prescription for up to a 90-day supply, plus any appropriate refills. Mail it to CVS Caremark with a mail service order form.
- Send your refill request after **July 1, 2016**. The possible delay may occur during the first 10 days of the transition from Future Scripts to CVS Caremark.

Q. How do I request a refill for a prescription that was transferred to CVS Caremark?

A. There are **three** ways you can request a refill for a transferred prescription **beginning July 1, 2016**:

- **Online:** Register at www.caremark.com to order refills and check the status of your order at any time. Have your benefit ID card ready.
- **By phone:** Call us toll-free at **1-855-217-5433** for automated refill service. Have your benefit ID number ready.
- **By mail:** Complete a mail service order form for each prescription. Use the pre-addressed envelope to mail the form and the appropriate copayment* to CVS Caremark. If you are requesting a new prescription and/or a refill of a transferred prescription, you must complete an order form.

Q. Are there any medications that cannot be transferred to CVS Caremark?

A. Some medications cannot be transferred to the CVS Caremark Mail Service Pharmacy. Even if you have existing refills for the medications shown below, you must get a new prescription from your doctor and mail it to CVS Caremark with a mail service order form. You will need a new prescription for the following:

- Controlled substances (Ask your doctor if you are not sure whether this affects you.)
- Compound medications

Please note: You also will need to get a new prescription for any expired prescriptions or for prescriptions that have no refills remaining.

Q. Where do I send my prescription order?

A. Beginning **July 1, 2016**, new prescription orders and requests for refills of transferred prescriptions must be submitted to CVS Caremark. Send your order and copayment to the address on the mail service order form, which is available in your **Welcome Kit** and on Caremark.com. You also will receive a new mail service order form with each prescription order.

*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. TDD: 1-800-863-5488. ©2016 CVS Caremark. All rights reserved. 106-37810A 040416



Prescription Benefit Program FAQ – Mail Service Pharmacy

Q. How do I get a new mail service prescription filled through CVS Caremark?

- A. For new long-term or maintenance medications, ask your doctor to write **two** prescriptions:
- The **first** for up to a 90-day supply, plus any appropriate refills, to fill through the CVS Caremark Mail Service Pharmacy.
 - The **second** for up to a 30-day supply, which you can fill at a participating retail network pharmacy for use until your mail service prescription arrives.

Complete a mail service order form and send it to CVS Caremark Mail Service Pharmacy, along with your original prescription(s) and the appropriate copayment for each prescription. **Be sure to include your original prescription. Photocopies are not accepted.**

Please note: You must mail in a CVS Caremark Mail Service Order Form the first time you request a new prescription through mail service. Our automated refill service is only available after we process your first prescription order.

Q. How do I pay for my prescriptions?

A. We prefer payment by credit card, but you can also pay by check or money order. For credit card payments, include your VISA[®], Discover[®], MasterCard[®], or American Express[®] number and expiration date in the space provided on the order form.

Q. When will I receive my prescription?

A. You can expect to get your prescription 7-10 days from the time your order is placed. Remember, you may experience a delay in receiving your prescription if you submit a request for a refill on a transferred prescription before **July 1, 2016**.

Q. How do I check the status of my order?

A. **Beginning July 1, 2016**, you can check your refill order status at www.caremark.com or by calling toll-free at **1-855-217-5433**.



Prescription Benefit Program FAQ – CVS Caremark Retail Network

Q. Can I receive additional Prescription Cards?

A. Yes, for additional Prescription Cards, please call a Customer Care representative **beginning July 1, 2016**, toll-free at **1-855-217-5433**.

Q. May I fill my medication at a non-participating pharmacy?

A. There are more than 68,000 participating pharmacies in the CVS Caremark retail network. When you choose to go to a non-participating pharmacy, you will pay the full prescription price. If you use a non-participating pharmacy, you should submit a paper claim form along with the original prescription receipt(s) to CVS Caremark for reimbursement of covered expenses. **Beginning July 1, 2016**, you can download and print a claim form when you log in to **www.caremark.com**.

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

A. 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 make the transfer for you. To find a local CVS Caremark participating retail pharmacy prior to **July 1, 2016**, please refer to the Bucks, Lehigh and Montgomery County Pharmacy listing and **beginning July 1, 2016**, visit **www.caremark.com** and click on "Find a Pharmacy."

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

A. You should use the retail pharmacy for your immediate and short-term medication needs. Use mail service for your long-term maintenance medication needs.

Prescription Benefit Program FAQ – CVS Caremark Drug List

Q. What is a drug list?

A. It is a list of preferred prescription medications that have been chosen because of their clinical effectiveness and safety. This list is typically updated every three months. The drug list promotes the use of preferred brand-name medications and generic medications whenever possible. Generic medications are therapeutically equivalent to brand-name medications and must be approved by the U.S. Food and Drug Administration (FDA) for safety and effectiveness. Generally, generic medications cost less than brand-name medications. **Beginning July 1, 2016**, you can get a drug list by either visiting **www.caremark.com** or by calling Customer Care toll-free at **1-855-217-5433**.

Q. How do I change to a generic or preferred drug?

A. To save money, have your doctor or other prescriber choose a generic or preferred brand-name medication from the CVS Caremark Drug List, if appropriate. You may want to take the list with you when you visit your doctor or other prescriber.



Prescription Benefit Program FAQ – ExtraCare® Health Card

Q. What is the ExtraCare Health Card?

A. The ExtraCare Health Card is a program from CVS Caremark and your employer that gives you 20 percent savings on thousands of regularly-priced CVS Pharmacy Brand health-related items valued at \$1 or more.¹ Each household will receive two key tags for the whole family to use. These cards are different from your CVS Caremark benefit ID cards and will be mailed separately.

Q. What is the difference between my ExtraCare Health Card and the CVS ExtraCare Card?

A. Your ExtraCare Health Card gives you all the benefits of a CVS ExtraCare Card, including special weekly savings and the opportunity to earn Extra Bucks® on purchases and prescriptions.¹ You can earn 2 percent in Extra Bucks on all purchases and one Extra Buck™ for every two prescriptions filled with your ExtraCare Health Card, plus the 20 percent health product savings.

Q. Can I transfer my ExtraCare loyalty program rewards to my ExtraCare Health Card account?

A. Yes. Please call the toll-free number on the back of your ExtraCare Health key tag for questions about the program or to transfer existing ExtraCare loyalty program rewards.

Q. Where can I use my ExtraCare Health Card?

A. Simply present the card at any CVS Pharmacy register to receive your discount. You can also enjoy these savings on all eligible items purchased online at www.CVS.com.

Q. Do I have to pay for the card?

A. No. It is provided at no cost to you.

Q. Who can I call with questions about the card?

A. Please call the toll-free number on the back of your ExtraCare Health key tag – **1-888-543-5938**.

Q. What if I lose my card?

A. When you receive your card, be sure to write down the toll-free phone number on the back and keep it in a safe place. Then, if you lose your card, simply call the number and a new one will be issued.

Q. Does the card expire?

A. If you change employers, or if your employer changes prescription benefit managers, your card will no longer give you a 20 percent discount on health-related items. However, you can still use it to get the same benefits as a regular CVS ExtraCare Card.

Q. Is my CVS Caremark ID number printed on the ExtraCare Health Card?

A. No. Your ExtraCare Health Card has its own ID number printed on the card.

¹ ExtraCare Health Card discount excludes prescriptions, alcohol, tobacco, lottery, postage stamps, gift cards, money orders, pre-paid cards and photo finishing. Excludes pharmacy items paid for in whole or in part by state and/or federal health care programs. This includes programs such as Medicare and Medicaid. Not valid on prescriptions purchased in New Jersey or New York. In Louisiana, not valid on any prescription for a controlled substance.

² Source: CVS Caremark data, 2009.

Prescription Benefit Program FAQ – ExtraCare® Health Card

Q. What kind of savings can I expect?

A. The card gives you 20 percent off the already low price of CVS Pharmacy Brand health-related products. You and your family may save hundreds of dollars each year.

Q. On what products do I receive the 20 percent savings?

A. The card can be used on thousands of CVS Pharmacy Brand health-related items valued at \$1 or more, including cough and cold remedies, pain relief, first aid, vitamins, skin care, baby care, and many more of the items you and your family use every day.

Q. Do the savings apply to only health-related, non-prescription products?

A. Yes. The discount applies only to CVS Pharmacy Brand health-related items valued at \$1 or more. Non-health related items and prescriptions are excluded from the program.

Q. If an item is on sale, do I get an additional 20 percent discount?

A. No. The discount applies only to regularly-priced items.

Q. Is there a minimum amount I must spend during each store visit before I can receive the savings?

A. Yes. Savings apply to purchases of \$1 or more.

Q. Will I see the amount I saved on my receipt?

A. Yes. The 20 percent off applies at the time of purchase and you will see the savings listed on your receipt.

Q. What if I forget my card and purchase eligible items? Can the savings be applied retroactively?

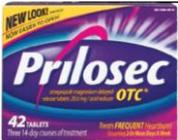
A. No. You must present the card at the time of purchase to receive the 20 percent off.

Q. Are CVS Pharmacy Brand over-the-counter (OTC) medications equivalent to the brand-name alternatives?

A. All CVS Pharmacy Brand OTC medications contain the same active ingredients and are of the same high quality as national brands. We adhere to the highest standards because safety and quality are our top priorities.

Q. Can you provide an example of the savings for a CVS Pharmacy Brand versus a national brand?

A. Here is a comparison of a CVS Pharmacy Brand vs. national brand product²:

Compare		vs.	
Retail Price	\$21.99		\$28.79
20% off			
With card save	\$4.40		
Final Price	\$17.59*		\$28.79

Source: Based on CVS data, 2009.

1 ExtraCare Health Card discount excludes prescriptions, alcohol, tobacco, lottery, postage stamps, gift cards, money orders, pre-paid cards and photo finishing. Excludes pharmacy items paid for in whole or in part by state and/or federal health care programs. This includes programs such as Medicare and Medicaid. Not valid on prescriptions purchased in New Jersey or New York. In Louisiana, not valid on any prescription for a controlled substance.

2 Source: CVS Caremark data, 2009.