Q. Why do my pills look different than before?
A. There may be times when a cost-saving generic medication is available to treat your condition. In this situation, you may receive the generic, unless your doctor tells us you must receive the brand-name medication. A generic medication may look different, but all generic medications are approved by the U.S. Food and Drug Administration (FDA) and have the same active ingredients as the brand-name medications. Connect online at Caremark.com to look up drug information by clicking on the Health Resources tab.

Q. I have questions about my prescription benefit program. Who can I contact for more information?
A. Visit Caremark.com to connect with Customer Care or Ask-A-Pharmacist online. You can also call the toll-free number on your benefit ID card or in your Welcome Kit or talk to your benefit provider.

About Mail Service
Q. What if I need medicine while I am traveling?
A. If you need your medication shipped to a temporary address, you can update your profile on Caremark.com, let us know by phone or on your order form. If you need more medication while traveling than the amount allowed by your prescriber or benefit plan (i.e., more than a 90-day supply), contact your benefit office for approval at least 30 days before you need a refill.

Commonly Asked Questions
Q: What will I pay for my prescriptions?
A. Log on to Caremark.com to check drug cost based on your benefit plan. Your benefit materials typically include information on what you will pay for prescriptions. If you are unsure of your cost, get in touch with your benefit provider or call Customer Care.

Q. The pharmacist said my prescription was not covered. Why?
A. Your prescription benefit program may have certain coverage limits. Log on to Caremark.com to view pricing and coverage and review your benefit materials or call Customer Care.

Q. Where can I learn more about my medication?
A. Important information on common medication uses, specific instructions and possible side effects is included with your prescriptions. If you need additional information, visit Caremark.com or call Customer Care.
Your CVS Caremark Prescription Benefit

Helping you manage your health is essential to what we do at CVS Caremark. It is our goal that you receive the medication you need to support your health and well-being. Use your CVS Caremark prescription benefit to receive the best in pharmacy care, medication safety and savings.

Using your benefit ID card is easy

1. Log on to Caremark.com to find participating retail pharmacies* in your area or call the pharmacy directly.
2. Present your benefit ID card and prescription to the pharmacist.
3. Pay your portion of the medication cost.
   • Your pharmacist will tell you the amount you owe depending on your specific prescription benefit plan.

Your safety matters

Each time you fill a prescription at a participating retail pharmacy or through our mail service pharmacy, CVS Caremark checks your personal medication profile for possible drug interactions, allergic reactions and other safety concerns. If there is a potential problem, we will let the pharmacist know and then, if necessary, we will contact your doctor to discuss the issue.

Your Long-Term Medications

Your prescription benefit plan administered by CVS Caremark includes the option of using a CVS/pharmacy or the CVS Caremark Mail Service Pharmacy for a 90-day*** supply of your long-term*** medications. This cost-saving option lets you choose which is more convenient for you.

With CVS/pharmacy you can:
   • Enjoy same-day prescription availability
   • Pick up your long-term medications at a time that’s convenient for you
   • Talk face-to-face with a pharmacist

With CVS Caremark Mail Service Pharmacy you can:
   • Enjoy convenient delivery of your long-term medications to the location of your choice, at no additional cost
   • Receive your long-term medications in confidential, tamper-resistant and (if required) temperature-controlled packaging
   • Talk to a pharmacist by phone or connect online at Caremark.com

Getting started is easy!

CVS/pharmacy

Bring your long-term prescription to the nearest CVS/pharmacy location and you can receive a 90-day supply for the same copay**** as mail service. You also have the convenience of getting 30-day** prescriptions at a CVS/pharmacy location.

Mail Service

For faster service, log on to Caremark.com/FastStart and fill in your information. We can take care of contacting your doctor and getting your 90-day prescription for you. Fast and easy online payment options are available.

You can also do one of the following:

1. Ask your doctor for a 90-day prescription.
   Note: If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medications:
   • The first for a 30-day supply to meet your immediate needs that you can fill at a local in-network pharmacy.
   • The second for a 90-day supply with as many as three refills (if appropriate) to be mailed to CVS Caremark Mail Service Pharmacy.

2. Complete a mail service order form. You can fill out and print the form online at Caremark.com by clicking on ‘New Prescriptions.’ Fill out the online form completely to ensure your order is processed promptly.

3. Mail your order form along with your prescription(s) and payment in the envelope provided (you may also use your own envelope to mail the form and payment to the CVS Caremark Mail Service Pharmacy address printed on the form). You can pay using an electronic check, Bill Me Later® or a credit card (VISA®, MasterCard®, Discover® or American Express®). You also can pay by check or money order. Do not send cash.

Please allow 7-10 days for delivery from the time your order is placed.

Convenient Refill Options

CVS/pharmacy Refill Options

• Online – Ordering refills with the Rapid Refill™ service is convenient, fast and easy! Have your prescription bottle handy to place your order.
• By Phone – Call the number on your prescription bottle for fully automated refill service. Have your prescription number handy.

Mail Service Refill Options

• Online – Ordering refills at Caremark.com is convenient, fast and easy! Have your benefit ID card handy to register.
• By Phone – Call the toll-free Customer Care number on your prescription label for fully automated refill service. Have your benefit ID number ready.
• By Mail – Send your refill request to CVS Caremark at the address listed on the order form.

Please allow 7-10 days for delivery from the time your order is placed. Regular delivery is available at no additional cost. Overnight or second-day delivery is available for an additional charge.

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*Your plan design may limit the number of prescriptions you can fill at pharmacies other than CVS/pharmacy and CVS Caremark Mail Service Pharmacy.

**Actual quantities may vary depending upon plan design and/or the drug prescribed.

***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.

****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.