

### How do I order refills?

For refills, you have several options. You can visit our Web site at [www.caremark.com](http://www.caremark.com) to place your refill order online. In addition, you can call us at the phone number listed on your benefit ID card and provide your Member ID, prescription number(s) and credit card information. Or, you can complete the Prescription Order Form provided with your order and mail it to Caremark. Your prescription label and the Customer Receipt will indicate the number of times you may refill a medication.

### When can I expect my order?

Your medication will usually be delivered within 10 days from the time Caremark receives your order. To ensure timely delivery, please place your orders at least two weeks in advance to allow for mail delays and other circumstances beyond our control.

### How do I pay for the prescriptions?

Caremark Mail Service Pharmacy accepts checks, money orders and any of the following credit cards:

- Discover®
- MasterCard®
- Visa®
- American Express®

### How to contact us?

To get more information about mail service, please visit our Web site at [www.caremark.com](http://www.caremark.com) or call Customer Care toll-free at the phone number listed on your benefit ID card. (TDD users should dial toll-free 1-800-238-0756.)

**24 hours a day**

Monday - Friday

**9 a.m. to 8 p.m.**

Saturday (ET)

**9 a.m. to 6 p.m.**

Sunday (ET)

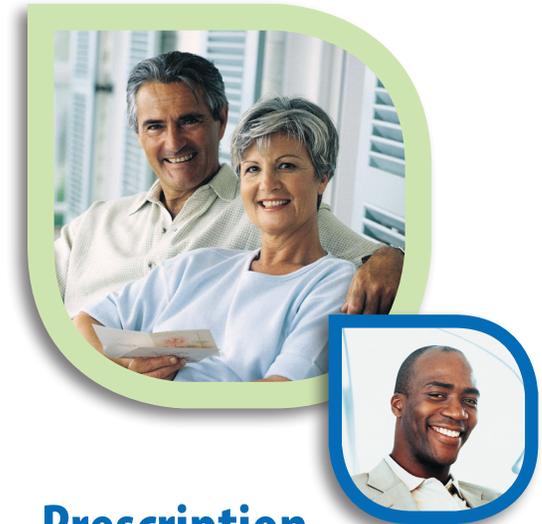


Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

[www.caremark.com](http://www.caremark.com)

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## Mail Service



## Prescription Drug Program





The following contains important information about Caremark Mail

Service Pharmacy and how to use this valuable service.

All eligible plan participants who receive their prescriptions through Caremark Mail Service Pharmacy should review this brochure.

### About Caremark Mail Service Pharmacy

Your prescription drug program administered by CVS Caremark includes the use of a mail service pharmacy. This convenient option lets you order medicines you take on an ongoing basis. It also may save you time and money.

You can use mail service to fill prescriptions for maintenance medicines. These are drugs that you take on a regular basis, for a chronic or long-term medical condition. With Caremark Mail Service Pharmacy, you will enjoy the following benefits:

- **Free standard shipping to the location of your choice**
- **Access to a registered pharmacist 24 hours a day**
- **The option to refill your prescription online, by telephone or through the mail**
- **Up to a 90-day supply of your medicine**
- **Important drug and safety information with every order**

### How do I enroll in mail service?

1. When your doctor prescribes a maintenance medicine, ask to have the prescription written for up to a **90-day supply, or the maximum days supply allowed by your prescription drug program.**

Example:

- **1 a day = 90 pills**
- **2 a day = 180 pills**

If your medication must be taken immediately, ask your doctor to write two prescriptions: one for a short supply to be filled at a local participating retail pharmacy, and a second for an extended supply to be mailed to Caremark.

2. Examine the prescription to make sure it includes the date, dosage, your doctor's signature, and your name and address. If you need to order insulin or insulin syringes, please be sure your doctor gives you a written prescription. Mail the prescription(s) to Caremark with your order form.
3. Complete the enclosed Mail Service Enrollment Form. **You only need to complete this form for your first order.** In the future, if you have additional medical information or changes to report, please notify Caremark in writing.
4. Be sure to write your Member ID on the back of each prescription. Mail the completed form along with the original prescription and copayment\* in the envelope provided.

\*Copayment, coinsurance or copay 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.

5. All drugs will be delivered postage-paid to the Primary Member listed on the Enrollment Form. **A covered dependent who wishes to receive prescriptions and communications directly instead of through the Primary Member should include a request in writing with any prescription order, or submit a Confidential Communication Form available at [www.caremark.com](http://www.caremark.com).**

6. If you have any questions concerning your order, or if you do not receive your medication in 14 days, please contact Caremark toll-free at the phone number listed on your benefit ID card.

### What about generic drugs?

The generic name of a drug is simply its chemical name. Generic drugs meet strict FDA requirements and are as safe and effective as brand-name drugs, but considerably less expensive. Generic substitutes will be dispensed whenever possible based upon availability, legal requirements and your doctor's approval.

### What is the process for adding new prescriptions to mail service?

**For new prescriptions,** complete the Prescription Order Form\*\* included with each order and mail both the form and original prescription(s) to Caremark Mail Service Pharmacy in the envelope provided. Be sure to write your Member ID on the back of each prescription. Your doctor can also **fax** the prescription toll-free to **1-800-323-0161**.

\*\*Please Note: The Prescription Order Form is attached to the Customer Receipt you receive with your orders.