

## Frequently Asked Questions Regarding Benefits

### About the CVS Caremark Retail Network

**Q: Can I receive additional prescription cards?**

**A:** Yes, for additional prescription cards, please call Customer Care at 1-800-307-5432.

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

**A:** You should use a retail pharmacy for your immediate and short-term medication needs. Use mail service or CVS Pharmacy to obtain a 90-day supply for your long-term (also known as "maintenance") medication needs.

**Q: Can I obtain a vaccine at a retail pharmacy?**

**A:** Yes. Bring your prescription ID card and a photo ID to any of over 63,000 retail pharmacies (including most major chains and independent pharmacies) to receive a vaccine. Most seasonal and non-seasonal preventive vaccines are covered at 100% through your prescription plan.

**Q: Is there an online resource I can access?**

**A:** Yes. Register at [www.Caremark.com](http://www.Caremark.com) to check drug costs and coverage, refill/transfer/track prescription orders, view order history and drug list, print your ID card, locate a retail pharmacy, and track your drug spend. You can also learn about the prior authorization process and ways to save time and manage costs.

### About CVS Caremark Mail Service Pharmacy

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

**A:** CVS Caremark Mail Service Pharmacy is a convenient and cost-effective way for you to order up to a 90-day supply of long-term medications. 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. If you prefer, you can get your long-term medications at your local CVS Pharmacy for the mail service copay.

**Q: How long does it take for my prescriptions to arrive by mail?**

**A:** Please allow 7-10 days for delivery from the time the order is placed.

**Q: How do I check the status of my order?**

**A:** You can check your refill order status as a registered user on [Caremark.com](http://Caremark.com) or by calling 1-800-307-5432.

**Q: How should I ask my doctor or other prescriber to write my prescription in order to receive the maximum benefit from the CVS Caremark Mail Service Pharmacy?**

**A:** Remind your doctor or other prescriber to write a "90-day supply plus refills," when clinically appropriate, for long-term medications. CVS Caremark must fill your

prescription for the exact quantity of medication that your doctor or healthcare provider prescribes, up to your plan design limit. When you need to take your long-term medication right away, ask your doctor or other prescriber for two prescriptions:

- The first for up to a 30-day supply
- The second for up to a 90-day supply, with refills when clinically appropriate

Have the short-term supply filled immediately at a CVS Caremark participating retail pharmacy and send the 90-day supply prescription to the CVS Caremark Mail Service Pharmacy. If you prefer, bring the 90-day supply prescription to your local CVS Pharmacy, for the mail service copay.

### About the 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. You can get a drug list by either visiting [Caremark.com](http://Caremark.com) or by calling Customer Care at 1-800-307-5432.

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

**A:** Ask your doctor or prescriber to choose a generic or preferred brand-name medication from the CVS Caremark Drug List, if appropriate. Many prescribers have access to your specific drug list in your Electronic Health Record (EHR). You may also want to take the list with you when you visit your doctor or other prescriber. The list is available as a registered user on [Caremark.com](http://Caremark.com) or on the Office of Employee Benefits website for the State of Rhode Island.

**Q: What if my drug has a generic equivalent, but I want to use the brand instead?**

**A:** If your brand name drug has a direct generic available, and your doctor does not indicate that the brand is medically necessary but you want to fill the brand anyway, you will be charged the brand copay plus the cost difference between the brand and generic.

**Q: Is there a separate copay for brand specialty drugs?**

**A:** Yes, the specialty drug brand copay is \$100 and specialty drugs are limited to a 30-day supply. You must fill your specialty drugs through the CVS Specialty mail pharmacy and can have the order shipped to your local CVS pharmacy, your home, your office, or another approved location of your choice.

