

## Mail Service for Prescriptions Benefit FAQs

*Editor's note: The following information is from the Dresser-Rand Benefits team regarding the mail service for filling long-term prescriptions, provided through the benefits program.*

### How can I get the most from my mail service benefit?

Filling your long-term, maintenance medicines through the mail service pharmacy will help you get the most from your prescription benefit. A maintenance medicine is any prescription taken on a regular or long-term basis to treat chronic conditions such as high blood pressure, diabetes or heart disease.

When using the mail service pharmacy, ask your physician write a prescription for a 90-day supply (plus refills, when clinically appropriate) for long-term medications. **Note:** The pharmacy must fill your prescription for the exact quantity of medication that your physician prescribes, up to your plan design limit.

### How do I start using mail service?

There are four ways to get started with mail service — choose the option that works best for you.

- **Internet:** Go to [www.caremark.com](http://www.caremark.com) and log in or register (if necessary). Click on “Start a New Prescription” and then click on “FastStart”. Fill in your Plan ID number (excluding the prefix letters on your ID card), prescription name, physician’s name and phone number, mailing address and payment information. A representative will contact your physician to get your prescription information. The representative will try to contact your doctor three times over a five-day period, and you will be contacted if CVS Caremark can not get in touch with your physician.
- **Phone:** You can call FastStart<sup>®</sup> toll-free at 1-800-875-0867, Monday through Friday, 7 a.m. to 7 p.m. CT. (For TDD assistance, please dial toll-free 1-800-231-4403.) A representative will ask for your Plan ID Number, prescription and physician information, and will then contact your physician.
- **FastStart:** Have your physician call the toll-free FastStart physician number, 1-800-378-5697, and ask your physician to call in the prescription for a 90-day supply with up to three refills.
- **Mail:** Complete the mail service order form, and mail in your written, 90-day prescription from your physician. You can complete and print the form online at [www.caremark.com](http://www.caremark.com) by clicking “New Prescriptions”. Mail service order forms can be found on the DRNet or from your local HR Department.

Please expect approximately 10 days from the day you submit your order for delivery of your medicine.

### What if I want to use the mail service benefit but I need my maintenance medicine right away?

When you get a new prescription and you need to start taking it right away, ask your physician for two prescriptions:

- One prescription should be for up to a **30-day** supply, to be filled immediately at a participating retail pharmacy
- Another prescription should be for a **90-day** supply with as many as three refills (when clinically appropriate), to be mailed to the CVS Caremark Mail Service Pharmacy with a completed mail service order form and the appropriate payment.

For your convenience, your physician may also call or fax a prescription to CVS Caremark. Physicians may request your prescription by calling the toll-free FastStart physician number, 1-800-378-5697. When calling CVS Caremark, your physician will need to provide your name, participant ID number and prescription information.

**If I need to fill a prescription at a retail pharmacy, why should I show the pharmacist my benefit ID card?**

It is very important that you use your CVS Caremark ID card when filling your prescription at any retail pharmacy. By using your ID card, you are benefiting from all that CVS Caremark has to offer. This includes performing important safety checks (i.e., drug-to-drug interactions), tracking/reporting of your medicine purchases for savings opportunities, and working with prescribers to make sure you are receiving the right drug to meet your needs.

**How can I refill my mail service prescription?**

The information you receive with the first mail service order will show the date that you can request a refill and the number of remaining refills. There are three ways to request a refill:

- **Online:** Click on the “Prescriptions & Coverage” tab at [www.caremark.com](http://www.caremark.com), and then select “Refill Prescriptions” from the menu on the left side of your screen. Your prescriptions will be displayed for you and you will be able to refill multiple prescriptions at once.
- **Phone:** Call the toll-free Customer Care number on your prescription label for fully automated refill service. Have your benefit ID number ready.
- **Mail:** Complete a mail service order form and mail the form along with the appropriate payment. You may also choose to pay with a credit or debit card, by electronic check, or Bill Me Later<sup>®</sup>.

**Standard delivery is free.** Overnight or second-day delivery is available for an additional charge.

**How long will it take for my prescription order to arrive?**

Expect up to 10 days from the day you submit your order for delivery of your medicine.

**Are temperature-sensitive medicines shipped differently than other medicines?**

Medicines that are temperature sensitive or that need to be refrigerated are packaged in an insulated bag with frozen gel packs. The bag is bubble-wrapped and placed in an inflatable expander bag, which is placed in a box. CVS Caremark has software that selects how the order is shipped based on the temperature of shipping address. If the temperature at the shipping address is forecasted to be above 85 degrees, the package will use overnight shipping. If the temperature is forecasted to be 85 degrees or below for the next three days, it will be shipped using second day delivery.

CVS Caremark keeps a list of medicines that need to be shipped with cold packs. Some of these medicines need to be protected from extreme heat only during the summer months, while others need to be shipped with cold packs year-round.

The following are the CVS Caremark guidelines about cold packs.

*Shipping Guidelines*

- Drug manufacturers give directions on the storage and/or shipping needs of specific drugs.
- To help ensure drug quality and stability, medicines that need to be shipped with cold packs are shipped with cold packs. The cold packs help keep the medicine temperature below 50 degrees for two days.
- The medicine and cold pack are placed in an approved insulated pouch. This pouch keeps the medicine cool while using fewer ice packs.
- Cold packs are shipped Monday through Friday. Exception orders with cold packs can be shipped on Saturday.

*Special Order Guidelines*

- These are temperature-sensitive items or high-dollar items (\$1,000 or more).

- These are shipped by UPS, Federal Express or Express Mail (for overnight delivery).

#### *Standard Order Guidelines*

- These are medicines that do not need to be refrigerated; however, the manufacturer has indicated that they must be protected from extreme heat and freezing.
- With the exception of summer temperatures above 85 degrees and winter temperatures below 32 degrees, cold packs are not needed to ship these medicines.
- When the temperature at the shipping address is forecasted to be above 85 degrees or below 32 degrees, signature confirmation is needed for the shipment. Otherwise, these products are shipped by priority mail (2-3 day delivery).

#### *Insulin/Low Risk Order Guidelines*

CVS Caremark will check the National Weather Service forecast for the shipping address for when the insulin is expected to be delivered. Based on the temperature range during that time, CVS Caremark will decide the safest way to ship the insulin. The following chart details the possible shipping methods:

<b>Forecasted Temperature</b>	<b>Shipping Method</b>
<b>86 degrees or higher</b>	Next day delivery with a cold gel pack
<b>78 degrees to 85 degrees</b>	Second day delivery with a cold gel pack
<b>Below 78 degrees and above 32 degrees</b>	Regular delivery with a cold gel pack
<b>32 degrees or lower</b>	Shipping service that requires a signature when delivered. CVS Caremark will call the member when shipping the order.

#### **How can I check the status of an order?**

Click on the "Prescriptions & Coverage" tab at [www.caremark.com](http://www.caremark.com), and then select "Check Order Status". Another option is to call a Customer Care Representative toll-free at 1-866-221-4204.

#### **Where can my medicines be delivered?**

If you need your medicine shipped to a temporary address, you can let CVS Caremark know by phone, on your order form or by updating your profile at [www.caremark.com](http://www.caremark.com)

#### **How are exposure concerns handled?**

If you need your medicine shipped to a temporary address, you can let CVS Caremark know by phone, on your order form or by updating your profile at [www.caremark.com](http://www.caremark.com).

#### **How are privacy concerns addressed?**

CVS Caremark is committed to maintaining the privacy of your health and financial information in accordance with privacy laws and other applicable requirements. High priority is placed on protecting the personal information and privacy of all customers. Company training programs and policies have been implemented to make it clear within the entire organization that maintaining the privacy of an individual's personal health information is central to CVS Caremark health care operations.