



Pharmacy Benefit Manager Transition

Frequently Asked Questions

CVS Caremark Effective: January 1, 2021

- **Will I be required to use only CVS pharmacies?**

No. CVS Caremark currently has over 68,000 chain and independent retail pharmacies in their network. With very few exceptions, you should be able to continue to use your current pharmacy. You can check your pharmacy's status by using the pharmacy locator tool at [Caremark.com](https://www.caremark.com) or by calling a CVS Caremark Customer Care Representative at 888-996-0050.

- **How will the Pharmacy Benefit Manager transition affect my prescription benefits?**

The company contracted to provide administration of your prescription benefits will be changing from Prime Therapeutics, LLC (Prime) to CVS Caremark effective January 1, 2021. As different Pharmacy Benefit Managers (PBMs) have unique quality and cost containment strategies, their formularies (covered drug lists), quantity limits and prior authorization requirements may vary. So although the Plan's current prescription benefits (pharmacy deductibles, copayments) are not changing, your medication may be covered under a different tier/copay level or require a prior authorization. Links are provided on the Pharmacy Benefit Manager Transition page of our website to search for CVS Caremark coverage information for your prescription drugs, including details on any prior authorization or quantity limit requirements through CVS Caremark.

- **Will I get a new prescription ID card?**

Yes, in December CVS Caremark will mail you a welcome packet containing your new ID card.

- **Will I have access to my prescription information online?**

Yes, CVS Caremark provides online access to a wide range of tools and services to help you navigate your plan benefits and manage your prescriptions. Visit [Caremark.com](https://www.caremark.com) on or after January 1, 2021 and click on the "Register" tab to sign up using your ten-digit Member ID (Example: 123456789M) to register. The YAX prefix should not be entered.

- **Will CVS Caremark have an App available?**

Yes, CVS Caremark offers a free iPhone or Android application that also provides access to a wide range of tools and services that will be available on January 1, 2021. The app allow you to register, check drug costs, check your orders and history, refill and request new mail service prescriptions, view your benefit ID card, and locate a nearby network pharmacy using your smart phone GPS locator function.

- **What do I need to do if I get my current prescription(s) through mail order?**

Most open and active prescriptions will transfer to CVS Caremark Mail Service Pharmacy from Prime. However, payment information will not transfer. You will need to register at [Caremark.com/mailservice](https://www.caremark.com/mailservice) or call a CVS Caremark Customer Care Representative on or after January 1, 2021 to provide payment information.

- **What mail order prescriptions will not transfer from Prime to CVS Caremark Mail Service Pharmacy?**
Prescriptions that have expired, have no remaining refills, are for compound medications, or are for controlled substances will not transfer from Prime to CVS Caremark. If you currently have a prescription for a compound medication or a controlled substance, please contact your physician to have a new prescription submitted to CVS Caremark Mail Service Pharmacy for 2021.
- **What if I have a new prescription(s) for mail order?**
On or after 1/1/2021, you will need to register at [Caremark.com/mailservice](https://www.caremark.com/mailservice) or call a CVS Caremark Customer Care Representative to register and provide payment information. Ask your doctor to send your prescription to CVS Caremark electronically or via fax. You can also mail your prescriptions to CVS Caremark. For added convenience, download the CVS Caremark mobile app to manage your mail order prescriptions. Please see the Mail Order brochure posted to the Pharmacy Benefit Manager Transition page of our website for more information, or visit [Caremark.com](https://www.caremark.com).
- **Will the prior authorization for my prescription(s) be transferred?**
Some prescriptions require prior authorizations (PA) which are designed to help improve patient care, and are generally put in place for high cost medications that may have certain clinical concerns. Prior authorizations currently with Prime will transfer over to CVS Caremark; however, due to differences in PA programs at the two PBMs, there may be medications that did not require a PA through Prime that will require a PA through CVS Caremark. You will need to obtain a prior authorization from your prescribing physician in this situation, and when your current prescription expires. To find out if your prescription will require a prior authorization for coverage, contact a member of the CVS Caremark Customer Care team at 888-996-0050 or visit [Caremark.com](https://www.caremark.com).
- **What if I am currently taking a specialty medication?**
CVS Specialty is staffed with experienced pharmacy professionals that work closely with participants and their physicians to achieve the best results from the prescribed medication therapy. By providing ongoing, personalized support from disease-specific experts who understand your condition and the medications you take, CVS Specialty goes beyond those services offered in the traditional retail pharmacy setting.

In most cases, you should be able to continue your relationship with your existing specialty pharmacy. If not, please contact CVS Caremark Customer Care at 888-996-0050 for assistance selecting another network specialty pharmacy, or if you have any questions about obtaining your specialty medications.

- **What if I have additional questions?**
Although CVS Caremark will not have full access to current prescription records until January 1, 2021, they have limited staff available to answer general questions about the transition and what to expect in 2021. You can call the CVS Caremark Customer Care Center at 888-996-0050, 24 hours a day, 7 days a week.