

Maintenance Choice

Effective April 1, 2009, Health & Welfare participants can realize the savings of Caremark Mail Service when they fill their maintenance medications through CVS/pharmacies.

Under the current Prescription Plan, participants are required to use Mail Service for filling maintenance medications by the time of the third fill to avoid a double co-pay penalty. Now, for long term (maintenance) prescriptions (those taken for 3 months or more), you have the option of receiving your prescriptions from a CVS/pharmacy or Caremark Mail Service. Your prescription co-pays will be the same for long-term maintenance medications regardless of whether the drug is picked up at a CVS/pharmacy or delivered through Caremark Mail Service.

Some participants will prefer the convenience of having their maintenance medications delivered to their home through Caremark Mail Service. Others will choose same-day pick up for their long-term medications, and the opportunity to discuss any therapy or medication questions with the pharmacist face-to-face.

If you are currently on the last allowable fill of a maintenance medication dispensed at a CVS/pharmacy:	If you are currently on the last allowable fill of a maintenance medication dispensed at a non-CVS/pharmacy:
CVS will: <ul style="list-style-type: none">• Obtain the necessary long term prescription from your prescriber• Contact you with the expected pick-up date at the CVS/pharmacy• Send you a letter reminding you of your option to use Caremark Mail Service if you prefer	Caremark will: <ul style="list-style-type: none">• Notify you that the next fill requires a new prescription and ask you to call CVS Caremark to avoid disruption in service• Discuss Maintenance Choice delivery options with you• Obtain the necessary renewal prescription from the prescriber for either Caremark Mail service or your preferred local CVS pharmacy• Fill the prescription based on your choice

Automatic Prescription Refill or Renewal

Caremark has announced an automated process to ensure that your Mail Service (long term) prescriptions do not encounter any therapy disruption caused by forgetting to order refills or to obtain prescription renewals. The automated process is available for most common maintenance medications for chronic conditions or for long-term therapy.

In order to participate in the automated process, participants can enroll their eligible prescriptions by visiting Caremark.com or by calling Customer Care at the toll-free number on the back of their Caremark ID card (1-866-273-8408). Participants will be asked how they would like to be contacted (automated phone call, email or text message) for receiving messages regarding automatic refill and renewal orders. And they will be asked for credit card information that will only be used when orders are shipped.

Once you enroll Caremark will take care of re-ordering your maintenance medications, getting new scripts when yours expires and giving you and your physician the capability to decline if your needs have changed.