

Prescriptions By Mail

For Medicare Plan Members with Part D Prescription Drug Coverage

You can save money with the CDPHP® Mail Service option.

For your convenience, CDPHP offers a mail order option for members of our Medicare plans with Part D prescription drug coverage.

These plans are:

CDPHP Medicare Choice Core with Part D

CDPHP Medicare Choice Value with Part D

CDPHP Medicare Choice with Part D

CDPHP Medicare Choice with Part D Plus

CDPHP Medicare PPO with Part D

CDPHP Medicare PPO with Part D Plus

CDPHP Group Medicare Choice with Part D

CDPHP Group Medicare PPO with Part D

CDPHP Group Medicare RxCare

Sign up for the Prescription Mail Service and have your maintenance medications delivered directly to your home.

If you take medications to treat a chronic condition, or if you'd like your diabetic supplies delivered to your home, you may qualify for this mail order option, offered through our pharmacy benefits manager—SilverScript, LLC, a Caremark® company.

Q: What is covered?

A: Maintenance drugs are defined as “those medications that are taken regularly, or used to treat or prevent a chronic health condition, such as, but not limited to, high blood pressure, diabetes, and asthma.”

Certain diabetic supplies may be available through mail order.

Q: How much do drugs cost if I use mail order?

A: Your cost depends on the tier status of the prescribed medication, your specific plan and benefit information, and whether you have reached the coverage gap or the catastrophic coverage level. Please check your *Schedule of Benefits, Evidence of Coverage, or Formulary* for information about your specific benefits and drug tiers.

Q: How do I sign up?

A: Just follow these three simple steps:

1. Obtain a written prescription from your physician for a 90-day supply of your maintenance drugs, and refills, if appropriate. Prescriptions written for less than a 90-day supply cannot be modified by SilverScript, LLC and will be filled as written.
2. Complete the Caremark Mail Service Order Form that is included in this packet. Please note the information below:
 - *Plan Participant Information/Health History:* Complete this section.
 - *New Prescription Information:* Please read the information on generic medications. Using generic medications will save you money.
 - *Shipping/Payment Information:* Indicate how you want to pay, and be sure to give the correct account number and expiration date if using a credit card. (Note: Do not send cash.) Indicate the delivery method. Include additional payment if next-day or second-day business shipping is required.
3. Send the form, prescription, and appropriate payment to:

Caremark®
PO Box 2110
Pittsburgh, PA 15230-2110

You should receive your medication in approximately 14 days.



A plan for life.

Q: What if my prescription changes?

A: Any time your prescription changes (drug, strength, directions, etc.), you should obtain a new 90-day written prescription from your physician to send to Caremark.

Q: How do I order refills?

A: You can order refills by calling Caremark. Please refer to the back of your prescription drug ID card for the correct telephone number. Be sure to have the following information ready:

- Your ZIP code
- Seven-digit prescription number
- Credit card number for payment

You also can order refills at www.caremark.com.

Q: How can I receive additional order forms?

A: You can download them from www.cdphp.com. If you prefer, you may call the CDPHP member services department between 8 a.m. and 8 p.m. Monday through Friday at (518) 641-3950 or 1-888-248-6522. TTY/TDD callers may call (518) 641-4000 or 1-877-261-1164.

Q: Can I use the mail service option if I have both the New York State EPIC plan and drug coverage through a CDPHP Medicare plan?

A: You can use the mail order option if you choose, but you cannot use EPIC for these purchases as the EPIC plan does not cover prescriptions filled outside New York state. Since our mail order vendor is located out-of-state, EPIC will not pick up any part of the cost of mail order prescriptions.

Questions?

If you are a member of a CDPHP Medicare plan with Part D prescription drug coverage and you have questions about your specific order, call Caremark at the number listed on the back of your prescription drug ID card. If you have any questions regarding your benefits, call the CDPHP member services department at (518) 641-3950 or 1-888-248-6522 from 8 a.m. to 8 p.m. Monday through Friday. TTY/TDD callers may call (518) 641-4000 or 1-877-261-1164.

*Please note: references to “CDPHP” in this document refer to both **Capital District Physicians’ Health Plan, Inc.** and **CDPHP Universal Benefits, Inc.**® Both companies are Medicare Advantage entities that contract with the federal government to offer Medicare plans.*

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