



CDPHP® Medicare Advantage Medicare Part B vs. Part D Mail Service Tip Sheet



HELPFUL HINT: If you are a Medicare member with Part D prescription drug coverage, please use your “Medical Benefits” ID card for your Part B prescriptions and your “Medicare Rx” ID card (with the Medicare Rx logo) for your Part D prescriptions. Please make sure that you have *both* of your ID cards available for your doctor during office visits *and* for your pharmacist when you fill your prescriptions.

NEW! Should you wish to utilize our **mail order prescription service**, your Medicare Part **D** and Medicare Part **B** medications must be managed under **separate accounts**, which have already been created for you. If you utilize the online services available at www.caremark.com, you also will need separate accounts and log-in information to track your Part D and Part B medications. You will need to set up your Part **B** online account.

IMPORTANT: You *must* contact CVS Caremark Customer Care for **new Part B prescriptions**, even if the prescription is for a drug you already take, and refills that you have not already registered. Your Part **D** account is your “default” account, since most medications fall within this category—that’s why new Part **B** prescriptions and refills must be registered. *(Please note, a CVS Caremark representative may contact your doctor to ensure that new prescription orders are processed under the correct account.)*

	Part D Mail Service Prescriptions	Part B Mail Service Prescriptions
Online Account (www.caremark.com)	If you already have an online mail order account with CVS Caremark, you may continue to use it for your Part D drugs. You can no longer use this account for your Part B drugs.	Members may contact the Pharmacy Customer Care Center at the number noted below and select the mail order option. These calls are handled by CVS Caremark Customer Care. They can help you create a separate Part B online account.
Eligible Prescriptions	Unless otherwise indicated, you may order an extended supply of Part D drugs listed in our <i>Formulary</i> and, if applicable to your plan, the drugs listed in our <i>Enhanced Formulary</i> .	You may order a 90-day supply of most covered Part B drugs, which include, but are not limited to, aerochambers and spacers, diabetic supplies, glucometers, certain inhalation drugs used in a nebulizer, certain oral chemotherapy drugs, certain oral anti-nausea drugs, and certain oral immunosuppressive drugs. <i>As noted in our Formulary, some drugs may require prior authorization or a B/D determination by CDPHP.</i>
Ways to Order	New and refill prescriptions can be ordered by contacting the Pharmacy Customer Care Center at the number noted below and select the mail order option. These calls are handled by CVS Caremark Customer Care. Other options are by using the Mail Service Order Form or submitting a request via your Part D online account at www.caremark.com .	New and refill prescriptions must be registered, as described above. After they’ve been registered, refill prescriptions can be ordered by contacting the Pharmacy Customer Care Center at the number noted below and select the mail order option. These calls are handled by CVS Caremark Customer Care. Other options are by using the Mail Service Order Form or submitting a request via your Part B online account at www.caremark.com .

REMINDER: Failure to follow these instructions may lead to rejections or increased processing time for your mail service prescriptions.

QUESTIONS: If you have questions about your prescription drug coverage, please contact the Pharmacy Customer Care Center at 1-866-289-2319. All TTY/TTD users should call 711.