

Prescriptions By Mail

You can save money with the CDPHP mail service option.

For convenience, we offer a mail-order option to CDPHP® Medicare Advantage Plan Members with Part D prescription drug coverage.

These plans include:

- CDPHP Basic Rx (HMO)**
- CDPHP Value Rx (HMO)**
- CDPHP Choice Rx (HMO)**
- CDPHP \$0 Medicare Rx (HMO)**
- CDPHP Flex Rx (PPO)**
- CDPHP Vital Rx (PPO)**
- CDPHP Group Medicare Rx (HMO)**
- CDPHP Group Medicare Rx (PPO)**

Use 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—CVS Caremark Part D Services, LLC (Caremark).

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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.

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Q: How do I order prescriptions from the mail order pharmacy?

A: Just follow any of these options:

1. Online:

- » Go to caremark.com/mailservice
- » Register or sign in and have your prescription benefit card ready
- » Follow the guided steps to request a prescription. Once we have your information, we will contact your doctor for a 90-day prescription of your current medicine.

2. Phone:

- » Call the toll-free number on the back of your prescription ID card.
- » Be ready with: your prescription ID card, list of long-term medications, doctor’s information and payment method.
- » Your doctor can also call in your prescription with the information from your prescription ID card, date of birth and mailing address.

3. Mail:

- » Obtain a written prescription from your physician for a 90-day supply for each maintenance drug you are requesting along with refills if appropriate.
- » Download, print, and complete the CVS Caremark Mail Service Order form found at www.cdphp.com/mailorder
- » Send the form, prescription, and appropriate payment to:
CVS Caremark®
PO Box 1330
Pittsburgh, PA 15230-9906

4. Electronic/Fax:

- » Have your physician fax or electronically submit a prescription to CVS Caremark.
 - » You should receive your medication in approximately 14 days.
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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 *Evidence of Coverage* or *Formulary* for information about your specific benefits and drug tiers. Keep in mind that using generic medications will save you money, so be sure to discuss this option with your physician.

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 CVS Caremark.

Q: How can I receive additional order forms?

A: You can download them from www.cdphp.com or www.caremark.com. If you prefer, you may call the Pharmacy Customer Care Center at 866-289-2319. TTY/TTD users should call 711.

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 Advantage plan?

A: Yes, you can use the mail-order option if you have EPIC. Please submit your orders using the CVS Caremark order form to the Pittsburgh address noted on the front of this flyer. CVS Caremark will work with CDPHP and EPIC to ensure your orders are paid for properly.

Questions?

If you are a member of a CDPHP Medicare Advantage plan with Part D prescription drug coverage and you have questions about your specific order or Part D prescription benefits, call the Pharmacy Customer Care Center at 866-289-2319. TTY/TTD users should call 711.

Important Note: If you'd like to use our mail-order service for prescriptions covered under Medicare Part B, please contact CVS Caremark to set up that process. You must use separate mail-order accounts for your Part B and Part D drugs. Be sure you contact CVS Caremark each time you add a new prescription or refill an existing one to make sure it's processed under the appropriate account. CDPHP Medicare Advantage plan members should call 1-866-289-2319. All TTY/TTD users should call 711.

Please note: References to "CDPHP" in this document refer to both Capital District Physicians' Health Plan, Inc. and CDPHP Universal Benefits,® Inc.

* You can reach a representative 24 hours a day, seven days a week for assistance with your pharmacy needs toll-free at 866-289-2319. The CDPHP Pharmacy Customer Care Center is available Monday – Friday, 8 a.m. – 8 p.m. Caremark will answer calls after-hours, on weekends, and on federal holidays. TTY/TDD users should call 711.

CDPHP is an HMO and PPO with a Medicare contract. Enrollment in CDPHP Medicare Advantage depends on contract renewal. 21-16712