

Prescriptions By Mail

Available starting January 1, 2023

For convenience, we offer a mail-order option through Walmart Home Delivery to CDPHP® Medicare Advantage Plan Members with Part D prescription drug coverage. If you take medications to treat a chronic condition, you can have them delivered right to your home. Diabetic supplies can also be delivered as part of this mail-order service.

This service is available for the following Medicare Advantage plans:

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 Care Advantage (HMO C-SNP)

CDPHP Group Medicare Rx (HMO)

CDPHP Group Medicare Rx (PPO)

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 do I order prescriptions from the mail order pharmacy?

A: After January 1, 2023, call the pharmacy number on the back of your member ID card to:

- » Set up your account
- » Provide your payment information
- » Have current mail order prescription refills transferred from Caremark to Walmart (if applicable). NOTE: This only applies to unexpired refills for non-controlled substances.

Walmart will work with you to ensure all of your mail order eligible medications get filled. This may require a phone call to your physician for new prescriptions.

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 prescription from your physician to send to Walmart Home Delivery.

Q: Is there an online option to setup my prescription mail order profile and for completing refill requests?

A: If you want prescriptions mailed to your home, you will have to follow the process stated above to setup a new profile account by phone. Online or app options are only available through Walmart retail prescription pickup. If you've purchased prescriptions through the Walmart online service in the past, you can continue to use online account services only for retail prescription pickup at your local pharmacy.

Q: How long does it take to receive a new prescription?

A: If your health care provider does not call your prescription in to Walmart directly, Walmart will verify orders for new prescriptions before they fill them.

Prescriptions are then usually sent U.S. First Class Mail and arrive within 7-10 business days, but some medications are delivered more quickly.

For medications that do not require special handling, you can request expedited shipping for an additional fee.

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.

CDPHP is an HMO, PPO, and HMO SNP plan that contracts with the federal government. Enrollment in CDPHP Medicare plans depends on contract renewal.

Based on a Model of Care review, Capital District Physicians' Health Plan, Inc. has been approved by the National Committee for Quality Assurance (NCQA) to operate a Chronic or Disabling Condition Special Needs Plan (C-SNP) through 12/31/2023.