

# Prescriptions By Mail

CDPHP® offers a mail order option through Optum Home Delivery or Costco Mail Order Pharmacy 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)
- CDPHP Medicare Advantage Extra (PPO Rx)

*For members with Elderly Pharmaceutical Insurance Coverage (EPIC), please note that Optum Home Delivery participates with EPIC and Costco Mail Order Pharmacy does not.*

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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:** To get started, please call the prescription drug number on your CDPHP member ID card.

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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.

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**Q: What if my prescription changes?**

**A:** Any time your prescription changes (drug, strength, directions, etc.), please have your provider send a new 90-day prescription electronically to your mail order pharmacy.

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

**A:** Delivery times vary by provider, but most prescriptions usually arrive within 7 to 10 business days.

**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 12/31/2024.