

Pharmacy



Sign up for the Prescription Mail Service from CDPHP® and have your maintenance medication or diabetic supplies delivered directly to your home or office.

If you have prescription drug coverage through CDPHP and take certain maintenance drugs used to treat chronic conditions, you may qualify for this terrific service, offered through Caremark®, our pharmacy benefit manager.

Q: What is covered?

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

Diabetic supplies as mandated by New York state and subject to appropriate medical copayment. (The prescription drug rider is not required for diabetic supplies.)

Q: How do I sign up?

A: Just follow three simple steps:

1. Obtain a prescription** from your physician for a 90-day supply of your maintenance drug, and refills, if appropriate. Prescriptions for less than a 90-day supply cannot be modified by Caremark.
2. Complete the Caremark Mail Service Order Form. Please be sure to complete the Plan Participant Information/Health History section, New Prescription Information, and Shipping/Payment Information.

3. Send the form, the prescription, and the appropriate payment to:

Caremark
PO Box 2110
Pittsburgh, PA 15230-2110

You should receive your medication in approximately 14 days.

Q: How much does it cost?

A: Your cost depends on the benefit package selected. Please check your benefit summary for the specifics of your drug coverage.

Q: What if my prescription changes?

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

Q: Is there another way to order refills?

A: You can order refills at www.Caremark.com or by calling 1-888-292-6330. Please be sure to follow the instructions carefully.

Any questions?

If you are a CDPHP member, and you have questions about your specific order, call Caremark at 1-888-292-6330. For general information about the program, go to www.cdphp.com or call the CDPHP member services department at the number on your ID card.

* Specialty pharmacy agents, including injectables and certain drugs used to treat hepatitis C, HIV, multiple sclerosis, and other serious conditions, are not eligible for this program.

** If your provider electronically prescribes, please follow-up with a Caremark customer service representative to ensure your prescription was received.

Convenience and value, all in one.

Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Multi-language Interpreter Services

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。