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.