



## How to start using CVS/caremark Mail Service Pharmacy™

Your prescription benefit plan, administered by CVS/caremark, includes mail order pharmacy service. For medicines you or your family members take regularly, the CVS/caremark Mail Service Pharmacy will deliver them to you – at no extra cost. Mail service saves time and trips to your local retail pharmacy. It can also save you money. With mail order, you can receive up to a three month supply of medicine at a lower cost than you would pay at the local retail pharmacy.

### When you use CVS/caremark Mail Service Pharmacy you can:

- Receive a larger supply of your prescription medicines.
- Enjoy the convenience of receiving your medicines at the location of your choice (your home, office or vacation location).
- Speak with a registered pharmacist 24 hours a day, 7 days a week.
- Order medicine and receive health information online at [www.caremark.com](http://www.caremark.com).

### It's easy to start using mail service.

Choose one of the following ways to order a new prescription from CVS/caremark.

#### 1. Order a prescription using FastStart®

- **Call CVS/caremark toll-free at 1-866-611-5961.** We will then contact your doctor for a 90-day prescription for your long-term medication. When you call, be sure to have your ID number, your medicine name and your doctor's name and phone number handy. Also, have your payment information and mailing address ready.
- **Log on to [www.caremark.com/faststart](http://www.caremark.com/faststart).** Going online is a quick and easy way to start using mail service. Once you provide the requested information, we'll contact your doctor for a 90-day prescription. If you haven't registered yet on Caremark.com, be sure to have your Prescription Card with your ID number handy when you register for the first time.

If your prescription is for a controlled drug, you may need to obtain a written prescription from your doctor.

#### 2. Fill out and send in a mail service order form

Ask your doctor for a written prescription. If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicines:

- The first for a short-term supply (e.g., 30 days) to be filled right away at a participating retail pharmacy
- The second for the maximum days supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS/caremark

Complete the mail service order form. You can fill out and print the form online at Caremark.com by clicking on "Plan & Benefits", "Print Plan Forms". Mail your order form along with your prescription(s) and payment in the envelope provided, or use your own envelope to mail the form and payment to the CVS/caremark Mail Service Pharmacy address printed on the form. You can pay using an electronic check, PayPal Credit or credit card (VISA®, MasterCard®, Discover® or American Express®). Or you can pay by check or money order. Do not send cash.

### 3 ways to refill:

1. **Online.** Ordering refills at Caremark.com is convenient, fast and easy! Register online to receive refill reminders and other important updates. Have your benefit ID card handy to register.
2. **By Phone.** Call the toll-free number on your prescription label (1-866-611-5961) for fully automated refill service. Have your benefit ID number ready.
3. **By Mail.** You will receive an order form with every mail service order. Simply fill in the ovals for the refills you want to order. If you need a refill for a prescription not listed on the form, write the prescription number in the space provided. Send the form to CVS/caremark along with your payment.

### Try ReadyFill at Mail<sup>®</sup>

Enjoy the convenience of automatic refills and renewals. Here's how ReadyFill at Mail works:

- When you enroll qualified prescriptions in ReadyFill at Mail, we will automatically refill your prescriptions at the appropriate time, unless you cancel.
- We will also contact your doctor to renew your prescription once the last refill is up or the prescription is about to expire.
- We contact you twice before you receive your prescription delivery. The first message is sent by e-mail, phone or text message 14 days before your refill due date to let you know your order is being placed. If you need to cancel the order, you can do so at that time. A second message is sent five to seven days before your refill due date to let you know that your order has shipped.
- If a copay\* is required, you will ONLY be charged when your prescription ships.

To enroll in ReadyFill at Mail, register or sign in to Caremark.com/ReadyFill, then go to the "Prescriptions" page and click on "Manage Automatic Refills". Select the eligible prescriptions you want to enroll and follow the steps. Or call Customer Care toll-free at 1-866-611-5961. We will tell you which prescriptions can be enrolled in ReadyFill at Mail.

### Questions?

If you have questions about your mail order prescriptions, please call Customer Care toll-free at 1-866-611-5961.