

FAQs for CVS Transition

Your Prescriptions Will be Automatically Transferred to CVS Caremark, with a Few Exceptions

PLEASE NOTE: All prescriptions with refills remaining (except compound medications and controlled substances) will be automatically transferred to CVS Caremark. **However, under certain circumstances, you may need to take action to ensure continuous access to your prescriptions after the transfer. Refer to our [Prescription Transfer Information Page](#) for details.**

- **How do I request a refill for a prescription that was transferred to CVS Caremark?**
Register at Caremark.com to order an existing refill, or call CVS Customer Care at (855) 271-6601.
- **Are there any medications that cannot be transferred to CVS Caremark?**
The only Mail Service prescriptions we cannot transfer are compound medications and controlled pharmacy substances. You will need to get a new prescription for these medications. Formulary exclusions (medications no longer covered) are still transferred over and covered for the first 90 days until October 1, 2021.
- **How and where do I send my prescription for medications that cannot be transferred?**
Call CVS Customer Care at (855) 271-6601 for assistance with ordering a new prescription.
- **How do I transfer my maintenance medications currently filled through Express Scripts mail order/Smart90 Walgreens to a 90-day supply filled through CVS Caremark?**
Mail order prescriptions with open refills are automatically transferred to CVS Caremark prior to the July 1st transition. For your security, payment information will not be included. To avoid disruption, you can call CVS Caremark at (855) 271-6601 or log on to Caremark.com. You can also arrange your first mail order delivery and enroll in automatic refills when you contact CVS Caremark. Beginning July 1, 2021, you must fill your mail order prescriptions at a local CVS Pharmacy or through CVS Caremark's mail order program.

Filling Your Prescriptions

General Questions

- **How do I request a refill for a prescription that was transferred to CVS Caremark?**
Register at Caremark.com to order an existing refill or call CVS Customer Care at (855) 271-6601. This applies to both medications filled at retail or mail order.
- **When should I use a retail pharmacy instead of CVS Caremark's Mail Service Pharmacy?**
For medications taken for a short time (like an antibiotic), fill at any pharmacy within CVS Caremark's network of more than 68,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 9,900 CVS Pharmacy locations (including those inside Target stores).

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- **What happens to the prior authorization I have with Express Scripts now that we are with CVS Caremark?**

If you have a prior authorization that transcends after July 1, 2021, CVS Caremark will honor it until its expiration date, at which time you will need to coordinate a review with your provider and CVS Caremark to determine whether you can continue to maintain the medication.

- **Can I fill a 90-day prescription at a retail pharmacy?**

Yes, participants can fill a 90-day prescription at a CVS, Longs or Navarro retail pharmacy.

- **How can I find a CVS pharmacy?**

Visit the [pharmacy locator tool](#) at Caremark.com to view a pharmacy close to you.

Mail Order

- **If I use CVS Caremark's Mail Service Pharmacy, how long will it take for my prescription to arrive?**

On most orders filled by CVS Caremark's Mail Service Pharmacy, standard shipping within the 48 states generally takes 1-4 business days after processing. Delivery times are subject to product availability, verification of a deliverable street address and the remoteness of the destination. Note that order processing times vary.

- **How do I check the status of my mail service order?**

Sign in to Caremark.com and view prescription details.

- **How do I get a new mail order prescription filled through CVS Caremark's Mail Service Pharmacy?**

To submit a new mail order prescription, register at [Caremark.com](#) and follow the instructions to request a new 90-day prescription. Alternatively, you may call CVS Customer Care at (855) 271-6601.

- **What should I do if I have refills remaining on an existing Express Scripts mail order prescription?**

Any prescription you're currently filling by mail order with Express Scripts will automatically be transferred to CVS Caremark's Mail Service Pharmacy. You will need to register at Caremark.com or call CVS Customer Care at (855) 271-6601.

Note that compound medications and controlled pharmacy substances cannot be transferred via mail order.

Long-Term (or Maintenance) Medications

- **How do I obtain my long-term medications in 90-day supplies?**

You have two options for obtaining your 90-day supplies:

- ☐ Pick up your medications at a CVS, Longs or Navarro retail pharmacy. To set up local pickup of a 90-day supply of an existing prescription, go to Caremark.com on or after July 1, 2021.

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- ☐ Have your medications delivered by CVS Caremark's Mail Service Pharmacy. Go to [Caremark.com](https://www.caremark.com) on or after July 1, 2021 for more information.
- **I understand long-term maintenance medications must be obtained through CVS Caremark's Mail Service Pharmacy, but I am completely out of this medication now. Can I obtain another 30-day supply at my retail pharmacy?**

We can allow for a one-time exception to obtain your 30-day supply at a retail pharmacy at the lower co-payment with the requirement that you will obtain all future fills through CVS Caremark's Mail Service Pharmacy.

Paying or Requesting Reimbursement for Your Prescriptions

- **What is my co-payment for a 90-day supply filled at a CVS retail pharmacy or through CVS Caremark's Mail Service Pharmacy?**

Generic medications are \$25 and brand name medications are \$60 for a 90-day supply.

- **I paid upfront for my prescription when visiting a non-network pharmacy, how do I get reimbursed by the Plan?**

You will need to complete a [CVS prescription drug claim form](#), attach your receipt/invoice given by the pharmacy and send directly to CVS Caremark for reimbursement. CVS Caremark will reimburse you for the amount that would have been covered at the network discounted rate, less any applicable co-payment.

- **Why am I paying more than the retail co-payment for a brand name medication that my doctor prescribed?**

The increased co-payment applies when there is a generic equivalent available for a brand name drug. Generic equivalent drugs must contain the same active ingredients and be equivalent in strength and dosage to the brand name drug. If you choose to take the brand name drug when a generic equivalent is available, you will pay the cost difference between the brand name and the generic drug, plus the generic co-payment.

Traveling/International Prescriptions

- **I will be leaving the country for 6 months to do a project and will be out of medication by the time I return, what do I need to do?**

If you are leaving the country for an extended period of time, contact CVS Customer Care at (855) 271-6601 to obtain a "vacation override" on your medications.

- **Are prescriptions that I obtain in a foreign country reimbursable?**

Yes, you will need to complete a [CVS prescription drug claim form](#), attach your receipt/invoice provided by the international pharmacy and send directly to CVS Caremark for reimbursement. CVS Caremark will reimburse you for the amount of your prescription that would have been covered at the network discounted rate, less any applicable co-payment. The U.S. conversion rate based on the date the Rx was purchased will be used to calculate the reimbursement.

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- **I lost my medication or had it stolen, would you be able to provide an override to allow replacement of my medications?**

The Health Plan allows a one-time override per medication per 365 days. Controlled substance medications are not allowed.

Miscellaneous

- **My medication was denied by CVS Caremark, and I was told by my pharmacy that this medication is not covered by your Plan.**

The medication may have been denied for any of the following reasons:

- You are currently not covered under the Health Plan;
- The medication is not covered or is no longer on the formulary;
- It may be too early to refill the medication; or
- The drug may have a quantity limit or require prior authorization or step therapy.

If further assistance is needed, call CVS Customer Care at (855)-271-6601.

- **I have tried the available generic version of a brand name drug I was taking, but it seems to be less effective. How can I continue obtaining the brand name drug?**

Your physician should contact CVS Caremark at (855) 271-6601 to advise that you have tried the generic equivalent available for the brand name drug. Your physician will need to request an authorization for you. If approved, you can continue to take the brand name medication. However, you will need to pay the generic copay plus the difference in cost between the brand and the generic drug.

- **My medical claim for an injection I received was denied. Why?**

Some clinician-administered medications (*i.e.*, injections) in an outpatient hospital facility setting must receive these medications through CVS Specialty. Members receiving these medications at their provider's office may receive medication from CVS Specialty or their provider may continue to buy and bill the medication under the medical benefit. However, **the Health Plan does not cover medication that is not obtained through CVS Specialty and you will be responsible for 100% of the cost of medication not obtained through CVS Specialty. See next question for additional information.**

- **What happens when I have already obtained an injection through my doctor's office? Will CVS Caremark cover the service?**

Please inform your physician that supplies for all future visits that require administration of this same injection/drug must be obtained through CVS Specialty Pharmacy; otherwise, the claim will be denied. Your physician should contact CVS Specialty Pharmacy at (800) 237-2767 for further assistance in obtaining the injection/drug through CVS Specialty Pharmacy.

In order to receive a one-time exception to have the injection covered, please have your physician send, in writing, a request to reconsider the denial (specify the date of service and name of injection/drug that had been denied) and request that the medication be covered under major medical with the complete understanding that all future administrations of this

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same injection/drug must be obtained through CVS Specialty Pharmacy in order to be covered under the Health Plan. This request should be submitted to hpclaims@dgaplans.org.