



Frequently Asked Questions

CVS CAREMARK PRESCRIPTION MAIL ORDER PROGRAM

Q. How do I begin using the mail order program for my long-term prescription needs?

A. Simply ask your doctor to write a new prescription for up to a 90-day supply plus three refills (if appropriate). If you need medication right away, ask your doctor to write another prescription for up to a 34-day supply to fill at the retail pharmacy.

Next, complete a *CVS Caremark Mail Service Order Form* and mail it to the CVS Caremark address on the form along with your prescription and copayment. You can download a PDF of the form from the “HealthTrust—My Benefits” section of New Hampshire Local Government Center’s website at www.nhlgc.org.

Q. Can my doctor fax new prescriptions directly to CVS Caremark or be contacted to obtain the prescription?

A. Your doctor can fax new prescriptions directly to CVS Caremark by calling **800.378.5697**. CVS Caremark can also contact your doctor directly to obtain a new prescription for you. To get that process started, call CVS Caremark at **800.875.0867** or log into the CVS Caremark portal at www.caremark.com and then click on Start a New Prescription > FastStart. Please be prepared to provide the names of your medicines and your doctor’s name and phone number.

Q. Are there any online services available to help me manage my prescription benefits?

A. You can connect to a variety of secure features online at www.caremark.com that allow you to request mail order refills, check the status of recent orders, access prescription drug history, price medications and much more. To access these services, just complete the site’s easy registration process.

Q. How do I order future prescription refills or renewals?

A. There are many convenient options to obtain refills. You can initiate your prescription refills 1.) online at www.caremark.com; 2.) by calling CVS Caremark at **888.726.1631**; or 3.) by completing the *CVS Caremark Mail Service Order Form* and mailing it directly to CVS Caremark. You can also have your prescription refills automatically sent to you by requesting the *Automatic Refill* feature online or call CVS Caremark. When it’s time for you to renew your prescription (usually after one year), you can choose to obtain a new prescription from your doctor directly or request the *Automatic Renewal* feature;

CVS Caremark will contact your doctor for you. You can also select this feature online or call CVS Caremark.

Q. How long will it take for me to receive my mail order prescriptions?

A. New prescriptions will arrive 7 to 10 days from the time CVS Caremark receives your order. Refills are delivered within 5 to 7 days from the time CVS Caremark receives your request.

Q. Do I receive confirmation that my order has been shipped?

A. If your e-mail address is on file with CVS Caremark, you will be notified both when your order has been received and when it's shipped. If your order requires expedited shipping or a signature, CVS Caremark will also call you to advise when delivery is expected.

Q. Will the mail order save me money?

A. The LGC HealthTrust's prescription programs are designed to save you money when you use the mail order for your long-term prescription needs. You will be responsible for only one copayment for up to a 90-day supply for each long-term prescription, whereas you are responsible for a copayment for each 34-day supply at the retail pharmacy for short-term prescriptions.

Q. How do I pay for my prescription order?

A. You can pay for your order with a check, money order, credit or debit cards (including Flexible Spending Account debit cards). You can also select the "Bill Me Later" feature, and you will receive an invoice for your order.

Q. Will the mail order program substitute my brand name prescription if a generic equivalent is available?

A. Brand-name medications are much more expensive than generic medications and, in most cases, not any more effective. When sending away for your prescriptions through the mail order, prescriptions will be automatically filled with the generic equivalent if available. If it's medically necessary for you to take the brand-name, just ask your doctor to write "dispense as written" or similar instructions on the prescription. Even in cases where the prescription indicates these instructions, CVS Caremark may still contact your doctor to authorize a substitution. If your doctor determines the prescribed medication is medically necessary for treatment, your doctor can inform CVS Caremark that no substitution should take place.

Q. Do I have access to a pharmacist when using the mail order?

A. Just like your local retail pharmacy, registered pharmacists are available for consultation by calling CVS Caremark toll-free at **888.726.1631**. Pharmacists are available 24 hours a day, seven days a week.

Q. Can I select different shipping addresses to send my prescription order to?

A. Yes. You can select a different shipping address to mail your prescription order to at any time.

Q. Can my order be shipped to a PO Box?

A. Your mail order prescription can be shipped to a PO Box if delivery is being made by your local mail service carrier. If your package is coming through another service carrier, such as Fed Ex or UPS, your order typically cannot be shipped to a PO Box.

Q. Do I have to pay any shipping charges when ordering prescriptions through the mail?

A. Delivery will always be free—even if there are special shipping requirements (for example, overnight or next day). If, however, you request expedited shipping due to a particular reason (for example, you forgot to place your order in time), you will be responsible for these shipping costs.

Q. What if my medication requires refrigeration or special handling?

A. CVS Caremark handles all prescription orders with the utmost care. Each facility has the appropriate quality and safety procedures in place to ensure that all medication is delivered effectively, including temperature sensitive medication. For example, diabetic insulin requires refrigeration and, depending on the destination temperature, will be shipped overnight or via next-day delivery with a cold gel pack. It is also bubble wrapped to protect against moisture and packed in an insulated, expandable plastic bag. There are also shipping procedures in place to prevent medications from freezing and spoiling. There is no cost to you for special shipping requirements. Most of CVS Caremark's shipments are enclosed in a plastic poly bag and will not indicate it is coming from a pharmacy.

Q. What if my prescription is lost, stolen or damaged?

A. CVS Caremark has specific procedures to follow in the rare event your medication is lost, stolen or damaged. In these cases, they will issue another supply to you. If you do not have enough medication remaining, they will authorize a short-term supply for pick-up at the retail pharmacy. Contact CVS Caremark or LGC HealthTrust immediately if your medication is lost, stolen or damaged.

Q. What if I am traveling or away for a long period of time?

A. You can request an additional supply of medication by calling CVS Caremark. They will make certain you have the necessary supply of medication while you're away.

Q. Can I get controlled substances through the mail order?

A. You can obtain controlled substances through the mail order; however, some do require signature upon delivery. Some controlled substances require a new prescription for each fill and have dispensing restrictions that would only allow a certain day supply vs. a 90-day supply. Check with your doctor if you are taking a controlled substance to determine if there are restrictions.

Q. Can I still use the retail pharmacy for my short-term prescription needs and other non-maintenance type medications?

A. You can continue to use a retail pharmacy for your short-term prescription needs and for other non-maintenance type medications, such as antibiotics, pain relief and sleep agents. *Please note:* You can go to any retail pharmacy to fill your prescriptions and are not required to use a CVS pharmacy.

CVS Caremark

Toll-free number: 888.726.1631

Representatives available 24 hours a day, seven days a week (except Thanksgiving and Christmas)

LGC HealthTrust

Toll-free number: 800.527.5001

Representatives available 8:30 a.m. – 4:30 p.m. (EST) weekdays