

CVS/caremark Mail Order Prescription Service

Central Health Medicare Plan offers you a way to save time and money with our mail order prescription service. If you take one or more medications regularly (known as long-term drugs), we partner with **CVS/caremark Mail Service Pharmacy Program** to mail them right to your home. Plus you'll get a 100-day supply with every order. That means no more trips to the pharmacy or waiting in line—your medicine comes to you!

Get started with mail order in 3 easy steps

- 1 Make sure your medications are available through mail order.**
Some long-term drugs are not available through the CVS/caremark Mail Service Pharmacy Program. Check your formulary (list of covered drugs) or call our Member Services team to find out if your drugs are available.



Find your formulary at <CentralHealthPlan.com/PartD>.



1-866-314-2427, TTY 711
8 a.m. – 8 p.m. PST

7 days a week (October 1 – March 31) & Monday – Friday (April 1 – September 30)

- 2 Ask your doctor to write a 100-day prescription.**
Talk to your doctor about mail order prescriptions. To get you started, your doctor will write a 100-day prescription with up to three refills. (This is the maximum your doctor can prescribe.)

Note: If you need your drugs right away, ask your doctor for a 30-day prescription. You can fill it at an in-network pharmacy while you wait for your mail order to arrive.

- 3 Choose one of the following options to receive your orders.**



Complete the CVS/caremark Mail Service Order Form attached to this letter. Mail the completed form, payment (if required), and your 100-day prescription to the address printed on the form.



Sign up online at www.caremark.com. If this is your first time on the website, follow these steps:

- Click *Register now* to create an account.
- After you log in, click *Prescriptions*.
- At the drop-down list, select *Start Mail Service*, then follow the prompts.



Call CVS/caremark at 877-581-7142, TTY: 711, 24/7. Provide your member ID number, prescription names, doctor's name and phone number, and your mailing address.



Ask your doctor to place the order for you. Their office can call, fax, or ePrescribe your prescription to CVS/caremark at 877-581-7142, TTY: 711, 24/7. Be sure to give your doctor your member ID number, date of birth, and mailing address so they can place the order.

That's it! Once CVS/caremark receives your order and payment (if required), **your prescriptions will arrive in the mail in 10 days.** If you have any questions or if your medications don't arrive on time, please call CVS/caremark at **877-581-7142, TTY: 711, 24/7.**

Time for a refill?

You can choose to receive a reminder when your long-term prescriptions need to be refilled. CVS/caremark will call, email, or text message you the date you can refill your long-term drugs. You can place your refill order by mail, online, or by phone. If you request a refill too soon, CVS/caremark will let you know when you can request a refill. Once CVS/caremark receives your refill order and payment (if required), you will receive your prescriptions in the mail in 10 days.

If you have any questions or need help with the CVS/caremark Mail Service Pharmacy Program, please call our Pharmacy Call Center at 800-665-3086, TTY: 711. We are available from 8 a.m. – 8 p.m. PST, 7 days a week from October 1 – March 31 and Monday – Friday from April 1 – September 30.

