

# Introducing CVS Caremark!

## For Employees and Non-Medicare Retirees

Beginning January 1, 2017, Aetna/Innovation Health and CareFirst members will transition to CVS Caremark for management of prescription benefits. Virtually every retail pharmacy used by employees will continue to be in-network. **Copays and coinsurance levels will remain the same.**

- ◆ **You are not required to use CVS retail pharmacies. If you choose to do so, you will have new cost-saving options for filling maintenance medications.**
  - Currently, maintenance medications filled at retail are subject to 3 copayments for a 90 day supply. Beginning January 1, members will be able to fill up to a 90-day supply of maintenance medications at a CVS retail pharmacy and pay only 2 copayments. You may also continue to receive up to a 90-day supply of maintenance medications through mail order (CVS Mail Service) and pay 2 copayments, or use a non-CVS retail pharmacy and pay 3 copayments.

## Preparing for the Transition to **CVS Caremark**

- ◆ **Confirm Coverage for Your Medicine**
  - Check the list of covered drugs (formulary). Most medications included in the Express Scripts, Inc. formulary will be included in the CVS Caremark formulary, but there are some differences. The formulary is posted on <http://info.caremark.com/fcps>.
  - Use the Check Drug Costs tool to find your medication. If you are unable to find the medication you need or you receive the message "Not covered. Ask your doctor about alternatives," contact a CVS Caremark Customer Care representative at 1-888-217-4161 for help.
- ◆ **Ensure you have an adequate supply of medications before January 1**
  - Make sure you have an adequate supply of medication before the end of 2016. In the event it may be necessary to visit your physician in order to obtain a new prescription or to discuss alternative medications, allow plenty of time to make the appointment.
- ◆ **Confirm the pharmacy you use remains in-network**
  - While there is virtually no change in the pharmacies in the network, it is always wise to confirm. In addition to CVS Pharmacy, all of the major pharmacy chains, such as Walgreens, Giant, Safeway, Wegmans, and many others will remain in-network. Use the *Locate a Pharmacy in Your Area* tool posted on <http://info.caremark.com/fcps> to confirm the pharmacy you use is in-network.
- ◆ **Be sure to read any mail that comes from CVS Caremark**
  - Please open and read all future communications from CVS Caremark. The messages will contain important details about your new pharmacy drug plan.
- ◆ **Provide your pharmacist with your new ID card**
  - CVS Caremark will mail a pharmacy ID card to your home in mid-December. Please be sure you provide this card to your pharmacy for any prescriptions filled **on or after January 1, 2017.**

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# Frequently Asked Questions

## **Will the copayments be the same?**

Copays and coinsurance levels will remain the same. \$7 for a generic 30-day supply of medication and 20% (max \$50) for a brand name 30 day supply of medication. Obtain a 90-day supply of medication through CVS Mail Service [OR](#) at a CVS retail pharmacy and pay \$14 for a generic supply and 20% (max \$100) for brand medication.

## **Will I need to get new prescriptions from my doctor?**

Most prescriptions with remaining refills will transfer from Express Scripts, as will your medication history. By law, prescriptions for controlled substances (such as pain medications) cannot transfer and you will need to obtain a new prescription from your doctor. If you take a type of medication that requires a new prescription, look for a separate mailing with instructions from CVS Caremark.

## **What if I have a medicine with a prior authorization? Will the prior authorization also transfer?**

Most prior authorizations will be transferred from Express Scripts to CVS Caremark, except where prohibited by law. Prior authorizations for controlled substances (such as pain medications) cannot transfer and you will need to obtain a new prescription and a prior authorization.

## **When I receive my new CVS Caremark card, how many cards will I receive?**

### **Will the cards be individualized for each of my family members?**

You will receive two cards, both will have the subscriber's name (the person who carries the insurance coverage). You may go online (after setting up your [Caremark.com](#) account) and print more ID cards or request additional cards by calling CVS Caremark Customer Care.

## **My children are over age 18. Will they be able to set up their own Caremark.com account?**

Your dependent children over age 18 and your spouse may set up their own Caremark.com account. Your family members must give you access to their accounts in order for you to view the medication history or any other information in their accounts.

## **I take a specialty medication that I receive through mail order. How do I get started with CVS Caremark?**

Call a CVS Specialty representative at 1-800-237-2767 or register online at [CVSspecialty.com](#). You may also request that CVS Specialty contact your doctor for you, then call you to arrange for delivery of your medicine on a day that is convenient for you. You may refill specialty medicines one month at a time (maximum 30-day supply per copayment.)

## **What happens to my mail-order prescriptions? Will my automatic renewals continue?**

Remaining refills for your existing mail-order prescriptions will be transferred from Express Scripts to CVS Caremark, except where prohibited by law. By law, prescriptions for controlled substances (such as pain medications) cannot transfer and you will need to obtain a new prescription from your doctor. You will be able to request refills online after you setup an account on Caremark.com or you may call CVS Caremark Customer Care to request a refill. It will be necessary to setup new payment options. Your stored method of payment will not transfer. It will also be necessary to setup automatic renewals.

## **Will my online Express Scripts account transfer to CVS Caremark?**

While most of the information contained in your online account will transfer from Express Scripts, you must register on Caremark.com to set up your CVS Caremark account. If you stored payment information in your Express Scripts account, that information will not transfer. If your medications were set up to automatically dispense, you will need to set up new automatic renewals with CVS Caremark.

## **When will I be able to register for a CVS Caremark (Caremark.com) account?**

You will be able to register for a Caremark.com account in mid-December. Look for communications from FCPS as to when your online account is ready for you to set up and verify.

**CVS Customer Care:** 1-888-217-4161; TTY: 711  
(available 24 hours a day, 7 days a week)