



CMSD – CVS Health Frequently Asked Questions

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General Prescription Plan Questions

How do I contact CVS/Caremark customer support?

The CMSD CVS/Caremark customer service phone line will be available beginning on December 31, 2020. The phone support is available 24/7 and can be reached by calling 866-249-6175.

What does this change mean to me?

Your current Express Scripts benefits will continue through December 31, 2020. Beginning at midnight on January 1, 2021 CVS/Caremark will administer all prescription claims for CMSD plan participants. Please begin using your new CVS/Caremark benefit plan for all prescriptions you fill on or after January 1, 2021. Your Express Scripts benefits and prescription card will no longer be active on January 1, 2021.

Will I be able to continue using my current pharmacy?

Yes - CVS is not an exclusive pharmacy provider and staff will not be required to fill retail prescriptions at CVS locations. You may use any retail pharmacy including popular chains like

Giant Eagle, Walgreens, RiteAid, Marc's and Drug Mart to fill retail prescriptions. You will have to use a CVS location to fill 90-day maintenance prescriptions at retail just as you do today. If you use mail order to fill your maintenance prescription, those will be filled through Caremark beginning on January 1, 2021. Finally, if you are taking a specialty medication that is filled through Engenio, those will be filled by Caremark Specialty beginning January 1, 2021.

Will there be a change in copay amounts?

The plan structure and copayments did not change. There may be changes to individual drug copayment amounts based upon the CVS Caremark formulary. If you were impacted by a change you should have received a letter from CVS/Caremark indicating the impact as well as alternative options to discuss with your physician. If your physician agrees an alternative drug is appropriate for you, the physician will need to submit a new prescription for the alternative therapy. A new prescription may be submitted electronically by your physician using ePrescribe to a retail pharmacy of your choice or to Caremark for mail order prescriptions.

If your physician believes there is medical necessity for you to remain on the original prescription, he or she may request a medical necessity override authorization by calling CVS at 866-814-5506.

I received a notification from CVS/Caremark that my previous drug is not covered. What should I do?

Like with the Express Scripts plan, certain medications may be subject to prior authorization, medical necessity, or step therapy. These programs require a progression of alternative therapies to be tried before certain medications may be approved.

Please discuss these options with your prescribing physician. If your physician believes there is a medical necessity that requires you to take a certain medication, he or she must contact the CVS physician line and request medical necessity override. Your physician may call the CVS prior authorization line at 866-814-5506.

I have the Medical Mutual health plan. Is that changing?

No – the only area of transition is the pharmacy plan. MMO continues as a medical provider and FSA administrator.

Will I continue to have access to Express Scripts website and customer service for receipts and medication history?

Yes - CMSD staff will have access to their existing Express Scripts information through their website until December 31, 2021.

Prescription Coverage

I have a mail order prescription. How do I verify CVS/Caremark received it and will be filling it?

If you take a mail order prescription that had refills available, you should have received a mailing from CVS/Caremark indicating the prescription required mail order fill through CVS/Caremark.

You may check the status of your mail order prescription(s) by visiting the CVS website or mobile app or by calling CVS at 866-249-6175.

I take a specialty medication. How do I check on the status of that medication?

For questions regarding a specialty medication please reach out to CVS Specialty at 866-387-2573.

Prescription ID Cards

Will I receive a new ID Card?

Yes - everyone will receive a new CVS/Caremark card regardless of the medical plan you are enrolled in. You will have two separate cards for medical (Aetna, Medical Mutual or UHChoice) and prescription (CVS/Caremark).

When will I receive a new Prescription Card?

Welcome kits and permanent ID cards were mailed to plan participants in mid-December 2020. As a result, you should have received your new ID card. You may still also use the virtual and electronic ID card options highlighted further in this FAQ.

How can I register for access to the CVS/Caremark website or mobile app and receive my digital ID card?

You may register for an account on the CVS/Caremark website or mobile app even before you receive your ID Card with your Member ID. In order to register without your Member ID:

- Click "Proceed to enter all your info".
- Enter your Name, Date of Birth, Address, Zip Code and Gender.

You may use your Member ID from your ID Card to simplify registration once you receive your CVS/Caremark ID Card.

Can I get a temporary ID card?

Yes – a temporary ID card that includes all the plan information necessary for a pharmacy to fill your prescription is included at the end of this communication. Please save it and share a copy with any dependents covered under your plan. Please show this temporary card to the pharmacy if you need to use your benefits before registering online for your digital card or receiving your permanent card in the mail.

PLEASE DO NOT WRITE YOUR SOCIAL SECURITY NUMBER ON THE CARD.

The pharmacy will ask you for any member data necessary to verify your eligibility and process your prescription order.