**Frequently Asked Questions: Transitioning to CVS Caremark**

**Introducing CVS Caremark**

Beginning January 1, 2021, Parkway is partnering with CVS Caremark as its new Pharmacy Benefit Manager (PBM). The goal is to continue to provide safe, easy and cost-effective ways for you to get the prescription medication you need.

1. **Who is CVS Caremark?**

At CVS Health, we share a clear purpose: helping people on their path to better heath. CVS Caremark, a subsidiary of CVS Health, will manage your prescription by getting you the medication you need, when you need it, whether that’s once a month or once a year. Along the way we’ll help you find ways to save.

1. **What is changing with my pharmacy benefits?**

CVS Caremark will be your new PBM in 2022, but your benefits (copay’s, deductibles, etc.) are not changing.

You will receive a new ID card in the mail which will include both your medical and pharmacy plan information from United Healthcare Make sure to bring your new ID card to the pharmacy when you need your next prescription in 2022. When you get your ID card in the mail, register your account on Caremark.com to utilize helpful tools to manage your prescription needs and find cost-savings opportunities.

CVS is offering your member’s convenient and cost effective options to fill their maintenance medications in 2022 and beyond. Members can continue to fill these at mail order, or at the local CVS/pharmacy for the same copay.

1. **Who can I talk to if I have questions about my prescription benefits? Can I find out my prescription costs before January 1st?**
* Beginning December 1, 2021, CVS Caremark customer service is available 24/7 to answer any of your prescription benefit questions. Please contact a CVS Caremark representative at 844-910-3906.

CVS Caremark has also created web links for Parkway members to price out their medications. Please look for these links located on Parkway intranet site for Annual Enrollment

**Using My CVS Caremark Pharmacy Benefit**

1. **With CVS Caremark, can I continue to go to the same pharmacy?**
* **Y**ou will have access to thousands of retail pharmacies in CVS Caremark’s national network, including all large national chains, and many local pharmacies as well as CVS Caremark’s mail order pharmacy. To see if your pharmacy is in network, use the pharmacy [locator tool](file:///C%3A%5CUsers%5Cgsprong%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C4DR2XDDC%5Csampleurl) or contact a CVS Caremark representative at 844-910-3906.
1. **Will I receive a new Medical/Rx ID card?**

Yes, you will receive a new, combined medical and pharmacy ID card and welcome materials after the Annual Enrollment period ends.

1. **What if I don’t receive my ID card in time to pick up a prescription for myself or a family member?**

You may print a temporary ID card (after January 1st) by logging into your caremark.com profile. Additionally, your new ID card will also be available by downloading the CVS Caremark mobile app on your smart phone or mobile handheld device.

1. **Can I manage my prescriptions online?**

Yes, get your online benefits by registering at Caremark.com/startnow starting on 12/1/2022

* 1. Find network pharmacies
	2. Refill medications and check order status
	3. Check drug costs
	4. See your prescription history
1. **I currently have refills on my medication(s) at a retail pharmacy. Will these be available in 2022?**

Yes, you will simply present your new ID card to the pharmacist after January 1st to obtain existing, retail refills. Please make sure you bring your card with you for the first time or have a paper or electronic copy of the card with you.

1. **How do I fill a new prescription with CVS Caremark at a retail pharmacy?**

After your plan’s effective date, choose one of 67,000 retail pharmacies in CVS Caremark’s National network and present your ID card at the pharmacy counter. Your insurance information will be entered, and you will only pay your share of the cost.

1. **I currently use mail order for my prescriptions. Will my mail order prescription(s) transfer to CVS Caremark?**

Most mail order prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications will not transfer (i.e. narcotic pain medications or sleep agents).

***Please note that expired prescriptions or prescriptions with 0 refills remaining will not transfer. In these cases, you’ll need a new prescription from your doctor.***

Your current Pharmacy Benefit Manager will continue to process any remaining refills and new prescriptions through December 31, 2021. Any remaining refills will automatically transfer to CVS Caremark as of January 1, 2021.

1. **Will my credit card information transfer to the new mail order program?**

By law, personal financial information including credit card information will not transfer to CVS Caremark. You must take action and update your credit card information on your CVS Caremark profile in 2022 before requesting refills of your medication. You may do this easily by calling CVS Caremark at the number on the back of your ID card, visiting Caremark.com or using the CVS Caremark mobile app.

1. **What if I want to have my prescription delivered to a different address?**

You may contact CVS Caremark to change the shipping address for a home delivery medication or log in to caremark.com and select manage my prescriptions. Additionally, you have the convenience of storing multiple addresses in your profile; this allows you to modify your preferred shipping location for each refill by simply checking a box.

**New Pharmacy Option: MaintenanceChoice All Access**

1. **What is MaintenanceChoice?**

MaintenanceChoice is a unique 90-day plan design offering both savings and a seamless experience for Parkway employees and their families on maintenance medications. With Maintenance Choice, you have the opportunity to choose how you fill your 90 day prescriptions – at CVS Pharmacy or by CVS Caremark Mail Service Pharmacy – at the same low mail order copay

**Prescription delivery service – a new benefit from CVS Pharmacy:**

If you can’t get to your local CVS Pharmacy for any reason, you can choose to have your retail CVS Pharmacy location deliver your medications and more.

* On-Demand Delivery\* will deliver your medications within four hours
* 1-2 Day Delivery\*\* can have your medications delivered in 1-2 days from USPS at no additional cost
* You can have short-term medications like antibiotics and everyday health care items like vitamins delivered along with your medications
* Download the CVS Pharmacy app to learn more and get started
1. **What are the advantages of using CVS Caremark home delivery?**

Many members find CVS Caremark home delivery to be a convenient, cost-effective and safe option for prescription medications they take regularly.

* Medications delivered directly to your mailbox: fewer trips to the pharmacy
* Receive up to a three-month supply, saving money on co-pays and coinsurance
* Pharmacists available by phone 24/7 to answer questions
* Automatic medication and refill reminders
1. **How do I order my prescriptions for home delivery after January 1, 2022?**

There are four ways to place a home delivery order:

1. **Online.** Visit **Caremark.com** or open the **CVS Caremark app**
2. **On the phone.** Call the toll-free number shown on the back of your member ID card
3. **Via mail.** Download a form from caremark.com , complete and mail with your prescription
4. **Via ePrescribe.** Your doctor can send an electronic prescription to CVS Caremark Mail Order Pharmacy

**Medication Coverage and CVS Caremark Preferred Drug List**

1. **How do I know if the medication I am currently taking will be covered with CVS Caremark?**

CVS Caremark will notify you and your physician in writing if your drug will no longer be covered. The notification will provide alternatives for you to review with your prescribing physician.

* If you have any questions about the cost or coverage of your medication, please contact CVS Caremark at 844-910-3906.
1. **Why could my medication cost or coverage change?**

Prescription drug lists change periodically regardless of the pharmacy provider. CVS Caremark will continue to look for ways to help make getting your medications safer and more affordable. Your coverage could change for several reasons, including:

* Inflation: the pharmaceutical manufacturer adjusts the price of drugs
* The Preferred Drug List may move the drug to a higher cost level as generics or greater value drugs are available.
* Formularies may change between pharmacy benefit managers, or periodically throughout the year
* Medications may move from covered to excluded
* You may be required to go through a prior authorization approval process
* You may be required to try other medications, commonly known as step therapy, first
* Medications may only be dispensed in certain quantities

CVS Caremark will notify you in writing in 2020 if your medication is excluded or required to go through a prior approval or step therapy process, and will also provide alternatives for you to discuss with your physician.

1. **My drug was already approved through a Prior Authorization process. Will I have to go through this again in 2022?**

Existing approvals will carry forward to CVS Caremark. Approvals are generally effective for one year. CVS Caremark will advise you in writing if your medication will need to go through the prior authorization process.

1. **My drug is required to go through a step therapy program; but, I have already tried other medications, and they do not work.**

CVS Caremark will review your prescription history for the past 12 months and will see if you have tried a medication that did not work for you. If this is the case, you will not be required to go through the step therapy process. CVS Caremark will advise you in writing if your medication will need to go through the step therapy process.

**Specialty Pharmacy**

1. **I am currently taking an approved specialty medication. Will this approval transfer to CVS Caremark, and will I continue to have support for my condition?**

Look for more information from the CVS Specialty Pharmacy, a few weeks before your plan moves. The CVS Specialty Pharmacy will contact you in writing when your prescription is available for refill.

1. **How can I fill my specialty medications?**

Specialty medications will be filled through our CVS Specialty Pharmacy. You will receive 24/7 support from an entire care team of specially trained pharmacists and nurses. You can have the medication sent to any CVS pharmacy or have your order delivered to you at home or work.

1. **I will start on a Specialty medication in 2022. How do I get started?**

Effective 1/1/2022, simply call us at 1-800-237-2767, and we will get you enrolled with the CVS Specialty Pharmacy, and work with your doctor to obtain a prescription and any authorization needed for coverage. We also provide personalized services that provides guidance through each step, provides support with any questions, and provides the best possible service.

**Additional information**

1. **What is a preventive medication? How do I know if my drug is considered a preventive medication, and how much will it cost?**

The Preventive Drug List is a list of medications that are taken regularly to treat chronic conditions like high cholesterol, high blood pressure or asthma, and to help prevent serious complications in the future.

When you fill prescriptions for these medications, you will pay your plan’s applicable copay\* or coinsurance even if you haven’t met your plan’s deductible yet.

1. **How do I submit a paper claim, and how is it reimbursed?**

**I**f you don’t have your ID card available, or pay out of pocket for your medication, you may submit a paper claim to CVS Caremark to be reimbursed for your medication costs.

Through CVS Caremark, Parkway members have the convenient option of submitting requests for reimbursement of member-paid prescriptions online via the CVS Caremarkweb portal (Caremark.com) and the CVS Caremark mobile app.

Parkway members have 365 days from the date-of-fill to submit their paper claim. Claims will be reimbursed at the in-network contracted rate, minus applicable copay or co-insurance.

**\*On-Demand Delivery:** Most prescriptions eligible for delivery with qualifying health plans. Orders must be placed by 4 p.m. or four hours before pharmacy closing, whichever is earlier, to ensure delivery within the same day. Order cut-off times and delivery fees apply. Delivery is limited to certain locations within a 10-mile radius of CVS Pharmacy locations, and as allowed by and in accordance with state guidelines and regulations. Participating locations only. Select non-prescription items only available for delivery when ordering through the CVS Pharmacy app. Non-prescription items are not available from any CVS Pharmacy in Target locations. Either the member or an agent of the member must be present at the delivery address to receive a prescription package. Your delivery is provided at a special rate as part of your prescription benefit plan. You will be notified of the fee before you prepay for your delivery order. Other restrictions apply, see CVS.com/RxDelivery or ask pharmacy staff for details.

**\*\*1-2-Day Delivery**: Most prescriptions eligible with qualifying health plans. Delivery period does not include Sundays or USPS holidays. Order cut-off times and delivery fees apply. Select non-prescription items only available for delivery when ordering through the CVS Pharmacy app. Non-prescription items are not available from any CVS Pharmacy in Target locations. Participating locations only. Delivery not available to every address. Delivery prices may vary from store prices. Coupons/promotions may not be available with delivery orders. Other restrictions apply. Ask pharmacy staff for details. Your delivery is provided at a special rate as part of your prescription benefit plan. You will be notified of the fee before you prepay for your delivery order. Other restrictions apply, see CVS.com/RxDelivery or ask pharmacy staff for details.