



Mail Service Pharmacy Frequently Asked Questions

1. How do get started with CVS Caremark Mail Service Pharmacy?

It's easy to start using mail service.

Choose ONE of the following three ways to use mail service for a medicine that you take on an ongoing basis for a long term condition like diabetes, asthma or a heart condition:

1. **Call the FastStart® toll-free number at 1.800.378.5697**, Monday through Friday, 7 a.m. to 7 p.m. (CT). A representative will let you know which of your prescriptions can be filled through CVS Caremark Mail Service Pharmacy. We will then contact your doctor for a 90-day prescription and mail it right to you.

When you call, be sure to have:

- The ID number from your Prescription Card
- Your doctor's first and last name and phone number
- Your payment information and mailing address

2. **Log onto www.caremark.com/wps/myportal** Going online is a quick and easy way to start using mail service. Once you provide the requested information, we'll contact your doctor for a 90-day prescription. If you haven't registered yet on www.caremark.com/wps/myportal, be sure to have your Prescription Card with your ID number handy when you register for the first time

3. **Fill out and send a mail service order form.** If you already have a 90-day prescription, you can send it to us with a completed mail service order form. If you don't have an order form, you can print on online or you can request one by calling Customer Care.

Please have the following information with you when you complete the form:

- The ID number from your Prescription Card
- Your complete mailing address, including zip code
- Your doctor's first and last name and phone number
- A list of your allergies and other health conditions
- Your credit or debit card number if you prefer that method of payment. You can also pay by check, electronic check, Bill Me Later®, or money order. (Cash is NOT accepted.)
- Your original prescription from your doctor for up to a 90-day supply

If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicine:

- One for a short-term supply (30 days or less) that can be filled at a retail pharmacy participating in the CVS Caremark Retail Pharmacy Network

AND

One for the maximum days supply allowed by your plan (usually 90 days), with up to three



	refills. Enclose this prescription along with the mail service order form you send in.
2. How long do I have to wait for my order?	Please allow up 10 days to receive your order from the day you mail your prescription.
3. Can I send in more than one prescription at a time?	Yes. You can send in more than one prescription with your order form.
4. Can I be set up to receive my refills automatically?	<p>Yes, you can save time when you sign up for ReadyFill at Mail[™]. This automatic prescription refill and renewal program is a no-cost service provided by CVS Caremark Mail Service Pharmacy. We do the refill ordering work for you, so you don't have to spend time online, on the phone or filling out a form.</p> <p>Ready when you are. ReadyFill at Mail automatically fills your long-term prescriptions and mails them directly to your home or office. And, if your prescription expires and needs to be renewed, we automatically contact your doctor's office to obtain a new one for you.</p> <p>ReadyFill at Mail stays in contact. We contact you twice before you receive your prescription delivery. The first message is sent by e-mail, phone or text message 14 days before your refill due date to let you know your order is being placed. If you need to cancel the order, you can do so at that time.</p> <p>A second message is sent five to seven days before your refill due date to let you know that your order has shipped. If a copay is required, you will ONLY be charged when your prescription ships.</p> <p>It's easy to sign up. You can sign up for the ReadyFill automatic refill or renewal program by calling Customer Care toll-free at 1-855-271-6603 or by logging on to www.caremark.com and clicking on "Refill a Prescription".</p>
5. How do I find out if I have a copay?	Please see your member handbook for information on copays.
6. How can I pay for my prescriptions if I have a copay?	<p>The preferred methods of payment are Electronic Check, credit card or Bill Me Later®. Bill Me Later and electronic check require pre-registration. Please call a Customer Care representative toll-free at 1-855-271-6603 or visit www.caremark.com for registration information.</p> <p>For credit card payments, simply include your VISA®, Discover®, MasterCard® or American Express® number and expiration date in the space provided on the order form.</p> <p>Checks and money orders are also accepted.</p>
7. How can my doctor request a mail service prescription for me?	<p>❖ Phone:</p> <ul style="list-style-type: none"> ➤ The doctor can call a new prescription into CVS Caremark Mail Service Pharmacy at 1-800-378-5697. <p>❖ Fax:</p> <ul style="list-style-type: none"> ➤ The doctor can fax the prescription to CVS Caremark Mail Service Pharmacy 1-800-378-0323. <p>The fax must have the following information:</p> <ul style="list-style-type: none"> ▪ Patient name ▪ Patient date of birth



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	<ul style="list-style-type: none">▪ Patient address▪ Patient/cardholder ID number▪ Doctor's name, phone, and fax number▪ Doctor's DEA number▪ Doctor's signature <p>***NOTE: Only a doctor's office can call or fax a prescription into CVS Caremark Mail Service Pharmacy.</p>
8. How do I refill my prescriptions?	<p>You can order refills by Internet, phone or mail. The information included with your last order will show the date you can order a refill and the number of refills you have left.</p> <p>Option 1: Online at [www.caremark.com]. This is a quick and convenient way to order refills day or night. You will need to register and log in first.</p> <p>Option 2: Call us toll-free at 1-855-271-6603.</p> <p>Option 3: Mail in a completed order form (there's one included in your prescription delivery). Simply fill in the ovals for the prescriptions you want to refill. If you need to refill a prescription that is not listed, write the prescription number(s) in the space provided.</p>
9. What if I have other questions?	<p>Call customer service toll-free at 1-855-271-6603. Have the following information ready:</p> <ul style="list-style-type: none">▪ Name▪ Date of birth▪ ID number▪ Prescription number(s) <p>You can call customer service to ask questions, such as:</p> <ul style="list-style-type: none">▪ How do I start using Aetna Rx Home Delivery Mail Service Pharmacy?▪ Where is my order?▪ How do I order a refill?▪ How much is my prescription drug copay, if applicable?▪ Is my prescription drug covered?