



A NEW WAY TO SAVE ON YOUR LONG-TERM MEDICATIONS

Using CVS Caremark™
HOME DELIVERY



Now you and your family can receive 90-day* supplies of long-term medication(s) through CVS Caremark Mail® Service Pharmacy.

CVS Caremark Home Delivery Service

- Easy delivery to your home or other location that works for you
- Medicine arrives in private, tamper-resistant, and when needed, temperature-controlled packaging
- Automatic refill options help you stay on track
- Manage your prescriptions and track orders 24/7

To begin home delivery service call the toll-free number listed on the back of your Arkansas Blue Cross and Blue Shield card and have your Arkansas Blue Cross member ID, mailing information, long-term medicine, prescription payment method and doctor's information ready.

Check Your Savings

Depending on your plan, your mail copayment for a 90 days' supply of medication may be less than three copayments. Health Savings Account (HSA) plans may receive a discounted price.

Discount drug cards and/or coupons cannot be used through the mail-order pharmacy. These discounts are not allowable for plans with federal funding and, since the mail-order pharmacy system is unable to differentiate between commercial plans and federal plans, the mail-order pharmacy cannot honor them. Also, most discount cards/coupons are meant for prescriptions for 30 days, not 90 days.

CVS Caremark Mail FAQ

Physician e-prescribing

In Arkansas, close to 50 percent of prescriptions are "written" electronically and submitted directly to a pharmacy. If your physician calls, faxes or e-prescribes a prescription to the CVS Caremark Mail Order Pharmacy, it will be filled and shipped to your home with the address and information on file.

Payments

Acceptable payment methods include **credit/debit card, checking account, and flexible spending account (FSA) cards.**

Payment with FSA cards

- FSA card information must be provided at the time the order is placed
- FSA cards **cannot be used to pay an existing balance per IRS rules**

- Previous orders or balance may be filed directly to the FSA administrator for reimbursement

Refill limitations

- Before a prescription can be refilled through a retail or mail pharmacy, 75 percent of the quantity must be depleted
- For example, if your prescription was filled today at a retail pharmacy for a 30-day supply, a mail order prescription for the same medication will not be filled until approximately 22 days have passed
- Prescriptions for 90-day supplies may be refilled up to three weeks prior to the depletion date

Multiple addresses

- Dependents who reside in different locations from the primary policyholder must have their address on file.
- By calling the Customer Service Center, specific addresses may be entered that correspond with each dependent.
- **IMPORTANT** – orders placed for members in different locations must be made **separately.** If medications are ordered for two or more members in different locations, the order will be shipped to the address of the primary cardholder.



*Actual quantity may depend on your plan