

How do I pay for my prescriptions?

CVS Caremark Mail Service Pharmacy accepts checks, money orders and any of the following credit cards:

- Visa®
- MasterCard®
- Discover®
- American Express®

What about generic drugs?

The generic name of a drug is simply its chemical name. Generic drugs meet strict U.S. Food and Drug Administration (FDA) requirements and are as safe and effective as brand-name drugs, but considerably less expensive. Generic medicines will be dispensed whenever possible based upon availability, legal requirements and your doctor's approval.



What happens if my mail order shipment is delayed?

If your mail order shipment is delayed and you need your prescription immediately, CVS Caremark Mail Service Pharmacy will work with you to ensure that you receive your prescription. We can either expedite your order or arrange to have your prescription filled in a local retail pharmacy. If your medication must be taken immediately, ask your doctor to issue two prescriptions – one for a short supply (e.g., 30 days) to be filled at your local retail pharmacy and a second for an extended supply (e.g., 90 days) to be mailed to CVS Caremark Mail Service Pharmacy.

How to contact us?

To get more information about mail service, please visit our Web site at www.optimahealth.com or call us toll-free at **1-800-311-0576**. (TDD users can call toll-free at 1-800-311-0533.)

24 hours a day
Monday - Friday
9 a.m. to 8 p.m. **9 a.m. to 6 p.m.**
Saturday (ET) Sunday (ET)



www.optimahealth.com

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Frequently Asked Questions



How to Use the CVS Caremark Mail Service Pharmacy for Medicare Part D





About CVS Caremark Mail Service Pharmacy

Your prescription benefit plan administered by CVS Caremark includes the use of a mail service pharmacy. This convenient option lets you order medicines you take on an ongoing basis. It also may save you time and money.

You can use mail service to fill prescriptions for maintenance drugs. These are drugs that you take on a regular basis, for a chronic or long-term medical condition. With CVS Caremark Mail Service Pharmacy, you will enjoy the following benefits:

- **Free standard shipping to the location of your choice**
- **Access to a registered pharmacist 24 hours a day**
- **The option to refill your prescription online, by telephone or through the mail**
- **Up to a 90-day supply of your medicine**
- **Important drug and safety information with every order**

When can I expect my order?

Your medicine will be delivered up to 10 days from the time the order is placed. To ensure timely delivery, please place your orders at least two weeks in advance to allow for mail delays and other circumstances beyond our control.

How do I enroll in mail service?

1. When your doctor prescribes a maintenance medicine, ask to have the prescription written for up to a **90-day supply**. By law, CVS Caremark Mail Service Pharmacy can only fill prescriptions for the quantity indicated by your doctor. Example:
 - **1 a day = 90 pills**
 - **2 a day = 180 pills**
2. Examine the prescription to make sure it contains the drug name, strength, quantity, your doctor's signature, the date, your name and your address. Ask your doctor to write a prescription for insulin and insulin syringes if necessary because CVS Caremark Mail Service Pharmacy requires a prescription for each.
3. Complete the enclosed Medicare Part D Mail Service Enrollment Form. **This form will need to be completed for your first order only.** In the future, if you have additional medical information or changes to report, please notify CVS Caremark Mail Service Pharmacy in writing.
4. Be sure to write your Plan Participant ID on the back of each prescription. Mail the completed form along with the original prescription and copayment* in the envelope provided. Photocopies will not be accepted.

*Copayment, copay, or coinsurance means the amount a plan participant is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan.

5. Medicines will be delivered postage-paid to the location of your choice. If you have any questions or problems concerning your prescription order, or if you do not receive your medication in 10 days, please contact us toll-free at **1-800-311-0576**. TDD users can call toll-free at **1-800-311-0533**.

How do I order refills?

Get the fastest **refills** by ordering:

- **On the Internet at www.optimahealth.com. Have your benefit ID card handy when registering.**
- **By telephone, call CVS Caremark Mail Service Pharmacy toll-free at 1-800-311-0576. Be ready with your Plan Participant ID, prescription number(s) and credit card information.**

Or, you can complete the Prescription Order Form provided with your order and **mail** it to CVS Caremark Mail Service Pharmacy. Your prescription label and the customer receipt will indicate the number of times you may refill a medication.

What is the process for ordering new prescriptions from mail service?

For new prescriptions, complete the Prescription Order Form included with each order and mail both the form and original prescription(s) to CVS Caremark Mail Service Pharmacy in the envelope provided. Be sure to write your Plan Participant ID on the back of each prescription. Your doctor can also **fax** the prescription toll-free to **1-800-243-9582**.