

Maintenance Choice Program – FAQ's

Since the roll out of CVT's new CVS Caremark *Maintenance Choice* program, which applies to non-Medicare members (this does not apply to SilverScript members), we have received a few questions regarding how the program works and how members can start using Maintenance Choice.

PROGRAM SPECIFICS

Q. What is a maintenance medication?

A. Maintenance drugs are prescriptions commonly used to treat conditions that are considered chronic or long-term. These conditions usually require regular, daily use of medicines. Examples of maintenance drugs are those used to treat high blood pressure, heart disease, asthma and diabetes. For a list of common maintenance drugs, please visit http://www.cvtrust.org/Downloads/July2011_MaintDrugList.pdf.

Q. I have a 30-day prescription. How do I switch to receive my prescription by mail?

A. Ask your physician call or fax a 90-day prescription to Caremark at phone: 1-800-378-5697, or fax: 1-800-378-0323.

Q. How long does it take to receive the first mail order fill after submitting a new or transferred prescription?

A. The initial fill could take 10-14 days from the date you mail the order until the date the order is delivered. The time depends on if the prescribing physician needs to be contacted for changes to the prescription. If no contact is needed, you could receive the order sooner.

Q. What if a member runs out of medication before receiving the mail order fill?

A. The prescriber may have samples on hand to last until the order arrives. The second option would be to have the local pharmacy dispense a 5 or 10 day supply. If that is the case, you will need a prescription from the doctor for this short term supply. Most pharmacies can contact your doctor for you to obtain a prescription.

Q. What should I do if my medication hasn't been received after the tracking shows delivery to a post office?

A. Contact the post office that received the medications and try to track the package. If it is not possible to retrieve that package then call CVS Caremark Customer Care and request a reship.

Q. If a reship is requested and the original package is delivered, will two co-pays be billed?

- A. Yes. You will have to pay the co-pay for both shipments. Remember that you will not need to re-order your medications for 6 months. If the original order was never delivered, you will be credited for the original order co-pays.

Q. What is the automatic renewal process for mail order?

- A. You can sign up to have your refills automatically sent to you on the refill date. If you sign up for this program, you will receive a notification (either via phone, email or text) notifying you the order will be processing in approximately 3 days. If you do not need the order, then you can cancel the order. If the order is not cancelled timely, it will automatically be sent to you. You can also sign up to have your prescriptions automatically renewed. Prescriptions are valid for 1 year, by signing up for auto-renewal, Caremark will contact your prescriber to obtain a new prescription. You can opt-out of either of these programs at any time after signing up.

Q. My drug has temperature control requirements. How can I be sure it will arrive safely if mailed?

- A. CVS Caremark strives to meet the pharmacy needs of our members. CVS Caremark ships pharmaceuticals consistent with industry practices and standards utilized by manufacturers, wholesalers and other distributors of pharmaceutical products. Their shipping practices comply with all Federal and state laws with respect to shipment of pharmaceuticals, and comply with manufacturer recommendations with respect to storage and handling of pharmaceuticals. Should you ever have a concern after receiving an order through the mail, please don't hesitate to contact 888-354-6390 and ask to speak to your CVS Caremark clinical pharmacist. Rest assured that they are available to answer your medication questions including those about safety, temperature sensitivity, and transit.

Q. I can't get my compound prescription through mail order or the local CVS. What can I do?

- A. Compounds obtained at a non-network pharmacy today will continue to process the same with Maintenance Choice. A paper claim will need to be submitted for reimbursement (paper claims are available at http://www.cvstrust.org/Downloads/Caremark_Standard_Claim_Form.pdf).

Q. Can I still get non-maintenance medications at a non-CVS pharmacy?

- A. Yes, you may still get unlimited fills of non-maintenance medications at any of the 64,000 pharmacies in the Caremark network.

COST SAVINGS INFORMATION

Q. What is the actual savings to our members?

A. For example, a member on Plan A taking 3 brand maintenance medications, currently using a retail pharmacy is paying \$792 per year in co-pays (\$22 co-pay x 3 medications x 12 months). By using mail order, the member will pay only \$528 annually (\$44 co-pay x 3 medications x 4 times a year), a savings of \$264 per year. That savings can be used to spend money at any local business of your choice.

Q. I take 10 maintenance medications and moving all of my prescriptions at once is very costly, do you have any suggestions?

A. You could stagger the prescriptions over a couple of months. For example, you could order 5 of your medications one month, and 5 medications the next month. Always be sure to ask for generics from your doctor as well, to lower your co-pay.

Q. If my doctor writes a 30-day prescription, and sends it to mail order, why do they charge me the 90-day co-pay price?

A. The mail order co-pay is applied to your order regardless of the day supply ordered by the prescriber. You can get up to a 90-day supply of medication when you get a prescription filled through the CVS Caremark mail service pharmacy. It is important to ask your doctor, or other prescriber, to write a prescription for up to a 90-day supply, plus refills, when clinically appropriate.

BACKGROUND

Q. How does CVS/Caremark support education and give back to communities?

A. Over the past three years, CVS Caremark, and the CVS Caremark Charitable Trust have supported more than 600 non-profit organizations serving communities across the state of California with over \$2 million dollars. CVS Caremark has over 16,000 employees in the state of California, including 5,000 unionized employees. CVS provides financial support to a number of California organizations impacting schools, including: California Governor's Council on Physical Fitness and Sports. As a sponsor of the Governor's Challenge, CVS/pharmacy has awarded more than 90 Front Runner awards, since 2008. The Front Runner award is \$1,000 to the schools that record the most Active Days from the beginning of the school year until January 31. CVS/pharmacy also supports Regional Awards to one school in each of 11 regions across the state. Each of the winning schools receives \$5,000 to purchase fitness equipment and \$1,000 in CVS/pharmacy gift cards. Since 2008, CVS/pharmacy has supported 33 Regional Awards.

Q. Why did CVT make this change to our pharmacy benefit?

A. Healthcare costs continue to skyrocket. To combat rising costs without pushing all cost increases on member co-pays, CVT has partnered with CVS Caremark to allow 90-day supplies at the mail order cost to be obtained at both CVS retail and Caremark mail. This change saves both the Trust money and saves members money. In fact, there is potential to save the Trust \$2.4 million if all members utilize the program.

Q. I heard CVS is non union, why should our labor associations support this change?

- A. CVS has more than 16,000 employees in California, including more than 5,000 unionized employees. Approximately 6% of CVS/pharmacy employees on a national basis are unionized. In addition to California, some CVS employees in Alabama, Illinois, Kansas, Kentucky, Maryland, Michigan, Missouri, Ohio, Virginia, Washington, D.C. and West Virginia have collective bargaining agreements.

OPT-OUT PROVISION

Q. Am I required to use the Maintenance Choice program?

- A. No, it is optional and you may “opt-out” of the program. However, CVT encourages members to use this program for savings and convenience. You will save money on your prescriptions by using the 90-day mail program or picking them up at a CVS pharmacy. All CVT participants were enrolled into this program but if you want to opt-out, you must contact CVS Caremark Customer Care at 1-888-354-6390.

Q. What are my options if I decide to opt-out?

- A. After 2 fills, you can continue to receive 30-day supplies of maintenance medications at any participating pharmacy. Please note: you will not enjoy the savings of 90-day supplies since the higher retail co-pay will apply.

Q. What if I do not call CVS Caremark Customer Care to opt-out and continue filling my prescriptions at a non-CVS pharmacy after 2 fills?

- A. If you continue ordering 30-day supplies of long-term medications without calling us first, you will pay the full cost of your prescriptions.

Q. I have multiple long-term medications. Can I opt-out for each one?

- A. Yes, you must inform CVS Caremark Customer Care of each medication you would like to opt-out of. The opt-out process is administered per drug, not per individual.

Q. Will I be required to opt-out of the medications again in the future?

- A. Yes. For each medication you choose to opt-out from this program, it will last through the end of the plan year, September 30, 2012.

Q. What if I have other questions? Who do I call?

- A. Call CVS Caremark Customer Care at 1-888-354-6390, or www.caremark.com, to order refills, manage prescriptions, opt-out, or learn more about your benefit plan and other saving ideas.