

Frequently asked questions for participants transitioning from OptumRx to CVS Caremark®

UFCW Unions and Food Employers Benefit Fund

Before April 1, 2021

Beginning March 22, 2021, call CVS Caremark with any questions
Phone: 1-855-311-3162

After April 1, 2021

Effective: April 1, 2021
Online: Caremark.com
Phone: 1-855-311-3162
Smartphone app: CVS Caremark app

General questions

Who is CVS Caremark?

CVS Caremark will be your plan's pharmacy benefit manager ("PBM"). Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

How will I fill my prescription at a local pharmacy?

There will be no change to your current pharmacy network.

As in the past, choose a participating pharmacy and present your member ID card at the pharmacy counter.

To see a list of network pharmacies in your area, use the CVS Caremark app, visit the website on your member ID card or call Customer Care at 1- 855-311-3162.

Will the medication I'm currently taking be covered with CVS Caremark?

There may be some changes in prescription drugs covered. Some medication may not be covered unless CVS Caremark prior-authorizes the prescription. Some medication may require a different copay, higher or lower than what you currently pay. CVS Caremark will write to you if your medication will be affected. You will have 90 days to work with your doctor to determine the appropriate action, such as whether switching to another drug is an option or if your doctor should try to obtain prior authorization on your behalf.

If you are taking a Specialty medication, CVS Caremark will work with you and your physician. Look out for the CVS Caremark letter in the mail.

If you have any questions about the cost or coverage of your medication, please contact CVS Caremark at **1-855-311-3162**. Register for your own account on **Caremark.com** or the CVS Caremark app to get personalized information.

General questions (cont.)

Who can I talk to if I have questions about my prescription benefits? Can I find out my prescription costs before April 1?

Beginning March 22, 2021, CVS Caremark customer service is available 24/7 to answer any of your prescription benefit questions. Please contact a CVS Caremark representative at **1-855-311-3162**.

Register to create your personal account on **Caremark.com** to find cost information for your medications.

What is a formulary?

A formulary is a list of generic and brand-name drugs selected by a panel of expert pharmacists and physicians. The panel of experts select drugs that are both clinically and cost effective.

- Drugs on the formulary are preferred drugs or “formulary generic” and “formulary brand-name.”
- Drugs not on the formulary are non-preferred drugs or “non-formulary.” Your copays are lower for formulary generic and formulary brand-name drugs.

Beginning March 22, 2021, to learn if your medication is covered, you can call CVS Caremark at **1-855-311-3162**.

Why could my medication cost change?

CVS Caremark will continue to look for ways to help make getting your medications more affordable. What you pay for your medication could change for several reasons, including:

- Medications could change tier on the formulary
- Medications may no longer be covered
- Some medications may be required to have a prior authorization (pre-approval for benefit coverage)
- Some medications may only be covered for a limited quantity per fill or within a specified time period

My medication was already approved through a Prior Authorization process. Will I have to go through this again?

Existing approvals will carry forward to CVS Caremark. CVS Caremark will advise you in writing if your medication will need to go through the prior authorization process.

How are my diabetic medications and supplies covered?

There will be some changes to the diabetic medications and supplies covered by CVS Caremark. Members who are impacted by formulary changes will receive letters from CVS Caremark. The CVS Caremark letter will let you know the alternative medication or supplies that will be covered. You will have up to 3 months to transition to the medication on the new formulary drug list.

You can use the following resources to learn your coverage options.

Call Customer Care at 1- 855-311-3162

Use the CVS Caremark app

Visit **Caremark.com**

How can I obtain a diabetic meter through my pharmacy benefits?

Through the CVS Caremark Diabetic Meter Program you can receive a new OneTouch blood glucose meter at no cost.*

Visit **Caremark.com/ManagingDiabetes** on or after April 1, 2021, and click on *Request a Meter Now* to get started

OR

Call the CVS Caremark Member Services Diabetic Meter Team at **1-800-588-4456**

*Certain restrictions apply. A new OneTouch meter will be provided to all benefit eligible members and their covered dependents that meet the coverage requirements at no cost to the member.

Home delivery/Mail order

What are the advantages of using CVS Caremark home delivery?

CVS Caremark home delivery is a convenient, cost-effective and safe option for medications you take regularly. Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy. You will receive up to a 90-day supply, which may save you money on copays.* Pharmacists are available by phone 24 hours a day, 7 days a week to answer questions. You can set up automatic reminders to help you remember when to take your medication and refill your prescription.

How does CVS Caremark home delivery work?

Order up to a 90-day supply of medications you take regularly. Submit your order online, through the Caremark app, by phone or by mail. CVS Caremark fills your order, ships it to you, and lets you know when to expect your delivery

Will my home delivery prescriptions transfer to CVS Caremark?

Most home delivery prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications will not transfer. Examples include controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.

Will my billing information also transfer to CVS Caremark?

We know how important it is to keep personal information safe. Before we can ship your first home delivery order, you will need to set up your credit card or billing preference with CVS Caremark.

How do I order my prescriptions from CVS Caremark home delivery?

Once your coverage begins, here are four ways to place a home delivery order:

Go online. Visit Caremark.com or the app

By ePrescribe. Your doctor can send an electronic prescription to CVS Caremark

By phone. Call the Customer Care number on your member ID card

By mail. Call Customer Care to request a mail service form. Then complete and mail it to CVS Caremark with your prescription

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders are delivered by standard U.S. mail and will arrive within 7 to 10 days from the date CVS Caremark receives the completed order.

I currently use home delivery. How can I make sure I don't run out of medication during the transition to CVS Caremark?

Make sure you have enough medication to last for one month after your plan moves from OptumRx.

Will I be able to manage my home delivery prescriptions online?

Yes, after your plan moves to CVS Caremark, you will be able to access your prescription and home delivery information online or through the mobile app. You can check order status, place prescription orders and set up convenient automatic refills.

Specialty pharmacy

Do I have to change my Specialty Pharmacy?

You can continue to fill at your current pharmacy. However, if you would like, you can utilize CVS Specialty® to have your medication delivered to your home.

What is CVS Specialty?

CVS Specialty is CVS Caremark's pharmacy dedicated to servicing members who take specialty medications. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

Why should I use CVS Specialty?

When CVS Specialty is the provider of your specialty medications, you'll have access to experienced pharmacists and nurses who can help you understand why your medication was prescribed, how it works, and how to administer and store it. They're also available to help you manage any side effects and to answer any questions or concerns you may have.

How will I receive my specialty medication from CVS Specialty?

We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging. Shipping is at no cost to you.

How do I get started with CVS Specialty?

CVS Specialty representatives will contact you and your doctor to discuss how CVS Specialty can help you manage your specialty medication prescription. Starting April 1, 2021, you can register online at CVSSpecialty.com or by calling CVS Specialty at **1-800-237-2767** to enroll.