

Mail Service Pharmacy Program

- Q. Will Caremark automatically dispense generic drugs?**
- A. Caremark will substitute a generic for your brand-name prescription when a substitute generic drug is available, your doctor authorized generic substitution on your prescription and you authorized generic substitution (either on your mail service order form or by phone).
- Q. If I request a generic version of my drug and there is not a generic available, will Caremark send me the brand-name drug and charge me the brand-name payment amount?**
- A. Yes, but you should call Caremark Customer Care toll free at 1-888-963-7290 ahead of time to make sure that you send the correct payment and that future orders are not delayed due to outstanding balances on your account. Please call if you are not sure if a generic is available.
- Q. How can I check on the status of my prescription?**
- A. Go to our Web site and click on the Caremark link. Then log in to check your mail service order status. You can also call Caremark Customer Care toll free at 1-888-963-7290.
- Q. Will you send my refills automatically?**
- A. No. You must request a refill on our Web site at www.paisc.com, by calling Caremark Customer Care toll-free at 1-888-963-7290 or by mailing in your refill form to Caremark.
- Q. How will I know when I can refill my prescription?**
- A. You will receive a refill notice each time the mail service pharmacy fills a prescription for you. The notice will tell you how many refills are left as authorized by your doctor on the original prescription. The notice will also indicate when you should call in or mail your refill request to make sure you get your new prescription before you run out. You can also call Caremark Customer Care toll free at 1-888-963-7290 and ask for this information.

- Q. How many refills can I get from the mail service pharmacy?**
- A. Most prescriptions are valid for one year from the date your doctor writes them. If your doctor prescribes a 90-day supply with three refills, you can get refills for one year from the date your doctor wrote your prescription, unless prohibited by law, as in the case of certain controlled substances.
- Q. How do I order refills?**
- A. After you get your initial prescription, you may request a refill on the Internet, by phone or by mail. Have your prescription refill form with your prescription number close by when you reorder. For Internet refills, go to our Web site at www.paisc.com. From our Web site, click on the link to Caremark. You may also call Caremark Customer Care toll free at 1-888-963-7290 to refill your prescription by phone. If there are no refills available, Caremark will call your doctor for authorization to refill your prescription(s). If your prescription is out of refills, please allow extra time to process your order.
- Q. If my doctor prescribed a brand-name drug, can I change my refill prescription to the generic version?**
- A. If your doctor authorized generic substitution on your prescription, you can request that Caremark change your refill prescription to a generic equivalent, if available. If your doctor did not authorize generic substitution, Caremark cannot change your prescription without your doctor's approval. To change your prescription, your doctor can fax a new prescription to Caremark toll free at 1-877-278-0328. You can also call Caremark toll free at 1-866-465-2496 or pick up a new prescription from your doctor and send it to Caremark when your refill is due.

Always Check Your Mail Service Prescriptions Upon Receipt

*If you need help or have any questions:
Contact Caremark Customer Care
Monday through Friday – 8 a.m. to Midnight (ET)
Saturday – 9 a.m. to 9 p.m. (ET)
Sunday – 9 a.m. to 8 p.m. (ET)
Toll free 1-888-963-7290*

Special Services

If you have a hearing impairment and need a telecommunications device (TDD) assistance, please dial toll free 1-800-863-5488.

Health and Prescription Information

Your health plan has selected Caremark to administer your pharmacy benefit program. Caremark uses health and prescription information of covered members and dependents to administer your benefit. Caremark generally reports that information to your health plan. Caremark also uses information and prescription data gathered from claims submitted nationwide for reporting and analysis without identifying individual patients.

Your privacy is important to us. Employees at your health plan and at Caremark are trained regarding the appropriate way to handle your private health information.



Mail Service Pharmacy Program

PAI Planned Administrators
Incorporated

www.paisc.com

The easy way to save money on your prescription drugs!

On behalf of your health plan, Caremark administers your mail service pharmacy program. Caremark is an independent company that administers prescription drug benefits. Mail service is ideal if you take prescription drugs on an ongoing or regular basis. When you use the Caremark Mail Service Pharmacy, you can save on the prescriptions you take. You'll also enjoy these features:

- Up to a 90-day supply of your prescription drug(s) at one time
- Convenient mail service, including free standard shipping
- 24-hour, toll-free hotline to speak with a registered pharmacist about any questions or concerns you may have
- Convenient Internet and refill-by-phone services to order your refills any time, any day

Q. How do I get started?

- A. Getting started is easy! All you need to do is call Caremark toll free at 1-866-465-2496. A Caremark representative will fill out a mail service order form for you and contact your doctor for your prescription. You'll need your member ID number, the name of your drug, your doctor's name and phone number, and your shipping address. You will also need to provide a credit card to pay for your mail service prescription, along with the expiration date for the card you use.

You can also give your doctor's office the toll-free mail service physician number, 1-800-378-5697, and let your doctor call in your prescription for you. For faster processing be sure to give your doctor your member ID number, your mailing address and your phone number. Once your doctor calls in your prescription, Caremark will contact you to get your payment information.

You can also ask your doctor for a new prescription for up to a three-month supply of your drug, with three refills, if appropriate. Once you get your prescription, print and complete the mail order form. Mail the order form, your original prescription(s) and payment to:

Caremark
P.O. Box 94467
Palatine, IL 60094-4467

Q. Can I fax my prescriptions?

- A. No. Caremark cannot accept faxes from patients due to state laws and regulations. You can ask your doctor to fax prescriptions, except for certain controlled substances, directly to Caremark toll free at 1-877-278-0328.

Q. Is it safe to use mail service?

- A. Yes! A registered pharmacist carefully checks and rechecks each prescription against your personal drug profile. If there is a question about your prescription, the pharmacist will call your doctor before filling your prescription. Along with extensive quality checks in the pharmacy, Caremark mails all prescriptions in sealed, tamper-proof packages with no indication they are from a pharmacy.

Q. Where can I get mail service order forms?

- A. You can get mail service order forms by visiting our Web site at www.paisc.com. You can also call Caremark Customer Care toll free at 1-888-963-7290.

Q. What if my doctor left off the strength or other important information on my prescription. May I write it in?

- A. No. This will delay your order. If your prescription is missing information, a pharmacist will call your doctor for it. Or, you can ask your doctor for a new prescription before you mail it to Caremark.

Q. How much will my mail service prescription cost?

- A. Please refer to your benefit plan for the amounts you pay for mail service prescriptions. If you are not sure what your payment will be, please call Caremark Customer Care toll free at 1-888-963-7290.

Q. Can I send cash? Can I charge my prescriptions on my credit card?

- A. No. Do NOT send cash. Caremark accepts all major credit cards, so you can charge your prescription drug payments. Or, you may send a check or money order payable to Caremark.

Q. I just got a prescription that I must start taking right away. What should I do?

- A. You should get any prescription you need right away filled by a local retail pharmacy. If you will be taking this drug on an on-going basis, ask your doctor for two prescriptions – one for your local pharmacy and one for the mail service pharmacy. The prescription for your local pharmacy should be for no more than a 30-day supply. The prescription for the mail service pharmacy could be for up to a 90-day supply with three refills, if appropriate.

Q. How long will I have to wait for my order?

- A. Caremark processes and mails most orders within 48 hours of receipt, but sometimes weekends, holidays and shipping may result in unavoidable delays. You should always allow 14 days from the time you request mail service prescriptions to make sure you do not run out of your prescription.

Q. How much medication will I receive?

- A. That depends on three things. First, your doctor authorizes the maximum quantity that may be dispensed with your prescription. Second, your benefit plan determines the maximum quantity for which you can receive benefits. Third, state law and regulations may limit the amount you can receive for certain drugs, as in the case of controlled substances. Caremark cannot fill a prescription for a higher quantity than your doctor indicates, your benefit plan allows or where prohibited by state law and regulations.

Q. My doctor wrote a prescription for a 30-day supply and two refills. Can the pharmacy combine these and send me a 90-day supply?

- A. Caremark must follow your doctor's directions exactly as written on your prescription. If you want to receive a prescription for a 90-day supply, ask your doctor for a new prescription with up to three refills, as appropriate.

Q. How will my prescription be mailed?

- A. Most prescriptions are shipped first-class U.S. Mail. You may also request Federal Express overnight or second business day shipping for an additional charge.

Q. I am not home during the day to accept a Federal Express package. What should I do?

- A. You may give Caremark another address to which your prescription may be delivered.

Q. I store my prescription drug in the refrigerator. Can I still use mail service?

- A. If refrigeration is required for your prescription, Caremark will include a cold pack with your mail service package.

Q. Should I request generic drugs from my doctor?

- A. Yes! Choosing generics is an excellent way to save money! With generic drugs, you get the same quality as brand-name drugs at a lower cost. And generic drugs are always preferred! On average, a generic drug costs 50 percent less than the equivalent brand-name drug. When you use generic drugs, you get the same quality as brand-name drugs—at a lower cost. Ask your doctor to allow generic substitution whenever a generic is available.

Q. Are generic drugs safe?

- A. Absolutely! Generic drugs become available when patents expire on brand-name drugs. They contain the same active ingredients as brand drugs, but are not manufactured under a brand name or trademark. The color and shape of a generic drug may be different from its brand-name counterpart, but the active ingredients are the same for both. Generic drugs must meet the same U.S. Food and Drug Administration (FDA) quality standards as the brand-name drugs. You should always ask your doctor to allow a generic substitution, if one is available.

Q. Is there a generic drug available for my condition?

- A. Most likely, yes. Many commonly prescribed brand-name drugs have generic versions. In fact, nearly 63 percent of prescriptions are now filled with generic drugs. Talk to your doctor or pharmacist, or visit our Web site at www.paisc.com. From our Web site, click on the link to Caremark to learn more about generics.