

Important Information For Mail Service Pharmacy Users

Starting September 1, 2009, CVS Caremark will be both your retail and mail service provider of medicine. We have created this list of commonly asked questions to assist you during this transition. If you have any questions about this transition, please contact CVS Caremark toll-free at 1-888-797-8903.

Q. What should I do if I have existing refills with Total Script?

- A. Total Script will be transferring all existing refills to CVS Caremark. CVS Caremark will have access to your mail services refill information on September 1, 2009. Because we have to wait until the refill information is transferred to CVS Caremark, there may be a delay in processing your mail service refill request. To avoid a delay in filling your mail service prescription, we advise you to choose one of the following options:
1. Ask your doctor or other prescriber to write a new prescription for up to a 90-day supply, plus refills when appropriate, and mail it to CVS Caremark along with a mail service order form.
 2. Send your refill request after September 1, 2009. A possible delay will only occur during the first 10 days of the transition from Total Script to CVS Caremark.

Q. How do I request a refill for a prescription that was transferred to CVS Caremark?

- A. There are three ways for you to request a refill for a transferred prescription:
1. **Online at www.caremark.com.** Register at Caremark.com to order refills and check the status of your order any time of the day or night. Have your benefit ID card ready to register. *Please Note: You will be eligible to register on www.caremark.com starting September 1, 2009.*
 2. **By phone.** Call Customer Care toll-free at 1-888-797-8903 for fully automated refill service. Have your DMC Care ID number ready.
 3. **By mail.** Complete the CVS Caremark Mail Service Order Form by filling in the ovals for the prescriptions you want to refill. If you need to refill a medicine that is not listed, write the prescription number(s) in the space provided. Please mail the completed form and appropriate copayment* in the pre-addressed envelope directly to CVS Caremark. If you are requesting a new mail service prescription and/or a refill on a transferred prescription, *you must complete a CVS Caremark Mail Service Order Form for your prescriptions.*

Q. Are there any medicines that cannot be transferred to CVS Caremark?

- A. There are certain medicines that cannot be transferred to CVS Caremark mail service pharmacies. If you have existing refills for the following types of medicines, you must get a new prescription from your doctor or other prescriber and mail it to CVS Caremark along with a mail service order form:
1. Controlled Substances (if you are not sure if this pertains to you, please consult your doctor)
 2. Compound Medicines

You will need to get a new prescription for any expired prescription or for prescriptions that have no refills remaining.

*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. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

Q. How do I get a new mail service prescription filled through CVS Caremark?

- A.** For new maintenance medicines, ask your doctor or other prescriber to write two prescriptions:
1. The first for up to a 90-day supply, plus refills when clinically appropriate through the CVS Caremark Mail Service Pharmacy.
 2. The second for up to a 34-day supply to be filled immediately at a CVS Caremark participating retail network pharmacy for use until you receive your prescription order from CVS Caremark.

Complete the mail service order form and send it to CVS Caremark, along with your original prescription(s) and the appropriate copayment* for each prescription. *Be sure to include your original prescription. Photocopies are not accepted.*

Please Note: You must mail in the CVS Caremark Mail Service Order Form the first time you request a new prescription through the CVS Caremark Mail Service Pharmacy. The automated refill service is not available to you until we process your first prescription order.

Q. How do I fill my prescriptions?

- A.** Beginning September 1, 2009, all refill requests on transferred prescriptions and new prescription orders should be submitted to CVS Caremark. For faster service, log on to Caremark.com/FastStart and fill in your information. We can take care of contacting your doctor or other prescriber and getting your 90-day prescription for you. Or, send your order and the appropriate copayment* in the pre-printed mailing address on the CVS Caremark Mail Service Order Form which is available in your CVS Caremark Welcome Kit and on our Web site at www.caremark.com. You will also receive a new mail service order form with each prescription order.

Q. How do I pay for my prescriptions?

- A.** While checks and money orders are accepted, the preferred methods of payment are by Electronic Check, Bill Me Later® or credit card. For credit card payments, simply include your VISA®, Discover®, MasterCard® or American Express® number and expiration date in the space provided on the CVS Caremark Mail Service Order Form.

Q. When will I receive my prescription?

- A.** Please allow 7-10 days for delivery from the time your order is placed. Remember, you may experience a delay in receiving your prescription if you submit a request for a refill on a transferred prescription before September 1, 2009.

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