Frequently Asked Questions

Q: How do I register at www.caremark.com?
A: After July 1, 2025, go to **www.caremark.com/startnow** and download the **CVS Caremark mobile app**. Our digital tools make it easy to find ways to save money on your medications and save time managing them for you and your family.

Q: Do I have to go to a CVS Pharmacy®?
A: No, you do not have to use a CVS Pharmacy. You may go to any pharmacy *in our network* of more than 68,000 pharmacies nationwide. After July 1, 2025, if you have any questions, please call Customer Care toll-free at **(866) 818-6911or** visit **www.caremark.com** to register. If you are already registered utilize the member resources to find a pharmacy near you.

Q: How can I determine whether my current pharmacy is in the CVS Caremark Retail Pharmacy Network?
A: After July 1, 2025, if you have any questions, please call Customer Care toll-free at (866) 818-6911**or** visit **www.caremark.com** to register. If you are already registered utilize the member resources to find a pharmacy near you.

Q: I have a refill on a medication I obtained through a non-CVS pharmacy. Do I need to go to a CVS Pharmacy or do anything different to have it refilled?
A: Your refill information will be maintained by the retail pharmacy in which you originally filled the prescription. You may refill that prescription at the same pharmacy or choose to have it transferred to another pharmacy in our network of more than 68,000 pharmacies nationwide.

Q: I have a drug that costs more now that we are using CVS/Caremark. How can I determine my new drug cost?
A: Under the new pharmacy plan there may be a difference in formulary and where a drug fall on the formulary tier chart, preferred or non-preferred. Visit **www.caremark.com** and use the drug cost tool to determine new copay amount.

Q: I am a member who is currently taking a specialty medication. May I continue to obtain my specialty medication at the same specialty pharmacy?
A: Under your new pharmacy plan, *only CVS Specialty Pharmacies are covered by your insurance*. However, an added benefit of this plan allows you to have your specialty prescription shipped to your home (signature is required) or you can have it delivered to any local CVS Pharmacy retail location for convenient pick-up. The CVS Specialty Pharmacy team will also work with your physician's office to manage the transition of any specialty prescriptions that may be required. After July 1st, call CVS Specialty at **(800) 237-2767** from 6:30 a.m. to 8 p.m. (CT), Monday through Friday if you have any questions on your current specialty pharmacy prescription(s).

Q: How do I determine if my current prescription is covered?
A: Some medications will be considered non-preferred under your new prescription benefit plan, *which means your cost may increase*. After July 1st, reference the help center by visiting **www.caremark.com** or call Customer Care at **(866) 818-6911** if you have any questions.

Q: **What if I am taking a current prescription medication that may not be covered under CVS?**
A: Some medications will be considered non-preferred under your new prescription benefit plan, which means your cost may increase. A few medications are not covered, which means you will pay 100% of the cost unless your doctor requests prior authorization and the request is approved. Let your doctor know as soon as possible that your plan has changed and that you may have to pay more for your current medication. If a preferred medication is available to treat your condition, your doctor may be able to provide a new prescription.
After July 1st, call Customer Care at **(866) 818-6911**if you have any questions.

Q: How can I find out how much my medication cost is going to be?
A: You can find out the cost of your drugs by visiting **www.caremark.com** after July 1, 2025 or by calling Customer Care at **866-818-6911**.

Q: How do I start using Caremark Mail Service Pharmacy?
A: Beginning **July 1, 2025** choose one of four easy ways:

1. **Phone:** Call Customer Care toll-free at **866-818-6911**.
2. **Online:** Register at **www.caremark.com/startnow** and follow the guided steps to request a prescription. Once we have your information, we will contact your doctor for a 90-day prescription of your current medication(s).
3. **Fax:** Prescribers can return a mail service order form via fax at (800) 378-0323.
4. **Mail:** Fill out and return a mail service order form. You can download one at **www.caremark.com** under the “Print Plan Forms” menu, or you can get one by calling Customer Care toll-free at **866-818-6911.**

Q: Which medications can I fill through the CVS Caremark Mail Service Pharmacy?
A: Mail service is a convenient way to have 90-day supplies of your long-term medications shipped to you at no added cost. Mail service can save you both time and money—you don’t have to worry about making a trip to the pharmacy every 30 days, and 90-day supplies typically cost less than three separate 30-day supplies.

Q1: What is the PrudentRx solution?
A: The PrudentRx solution combines an innovative specialty plan design strategy and best-in-class member experience to help lower spend and with members enjoying reduced costs. The program applies to all specialty medications in a Covered Class on the plan’s PrudentRx program drug list and allows members who are participating in the program to pay $0 OOP for specialty medications, regardless if a copay card is available.
PrudentRx can be reached at (800) 578-4403 to enroll or have any questions answered.

Q: How long does it take to receive my medications that I order through the CVS Caremark mail service?
A: For new prescriptions, it can take up to ten days from the day you submit your order for delivery of your medication. Refills are usually delivered within seven days of placing your order. Although CVS Caremark processes the orders within a day or two, the exact delivery day is dependent on the U.S. Postal Service.

Q: How can I check the status of my refill order?
A: After **July 1, 2025**, you can check the status of your mail order refill by signing on to **www.caremark.com**. Click “My Account” on the top right of the page, then click “Prescription History and Order Status.” You can also call Customer Care toll-free at **866-818-6911**.

Q: Will I be reminded when it’s time to refill?
A: Yes, you can sign up for refill reminders in one of three ways:

- Go online to **www.caremark.com**
- Use the free CVS Caremark mobile app
- Call Customer Care toll-free at **866-818-6911**