CVS Caremark Pharmacy Services [1]

CVS Caremark manages pharmacy benefits for Anthem-administered CU Health Plans (Exclusive, Extended, High Deductible and Medicare). All active employees, retirees and surviving spouses enrolled in any of these plans will use CVS Caremark to fill their prescriptions.

The video and PDF to the right provide an introduction to CVS Caremark and its available features and resources.

Below, you’ll find answers to frequently asked questions along with links, helpful videos and digital guides for managing your member account and filling your prescriptions.

Welcome to CVS [2]

FAQ on common pharmacy services:

Your CVS member account

Will I get an ID card?

If you’re enrolled in CU Health Plans – Exclusive, Extended, High Deductible or Medicare, you’ll have separate identification cards for your medical and pharmacy benefits – one from Anthem and one from CVS Caremark. Those who changed their coverage for the 2021-22 plan year will be mailed new cards while those who made no changes will continue to use their previous IDs.

All users have the option to use digital IDs. For more information on using digital ID cards, check out our digital delivery page [3].

How do I manage my CVS Caremark account?

Members are encouraged to visit Caremark.com [4] and setup their online account to access CVS Caremark’s CU Health Plan dashboard on or after July 1, 2021.

Get to know CVS Digital Tools
Caremark.com is an easy way to make the most of your prescription benefits:

- Find network pharmacies
- Refill medication and check order status
- Check drug costs
- See your prescription history

### Prescription coverage

**What will my prescriptions cost?**

Your cost will depend on the tier of drug you’ve been prescribed and the availability of generic options. These materials can help you navigate your prescription drug options and costs.

**Drug cost comparison & coverage**

### CVS Pharmacy Benefit Manger (PBM)

**Save With Generic Medication**

**Where can I fill prescriptions?**

Your prescription plan offers a number of ways to get your medications:

- For medications taken for a short time (like an antibiotic), fill at any pharmacy in our network of more than 68,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 9,900 CVS Pharmacy locations (including those inside Target stores)
- For medications taken regularly (such as for high blood pressure or diabetes), get them delivered to your door. To sign up for mail service, choose either option below:
  - Register at Caremark.com/startnow and follow the instructions to request a new 90-day prescription
  - Call the Customer Care number on your member ID card

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<th>Exclusive</th>
<th>Extended</th>
<th>High Deductible</th>
<th>Medicare</th>
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<td>View Plan Summary</td>
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<th>Regular Prescriptions</th>
<th>Maintenance Prescriptions</th>
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<td>RX taken for a short time (like an antibiotic)</td>
<td>RX often filled through mail order, taken regularly (such as for high blood pressure or diabetes)</td>
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**For Exclusive plan members:**
- After 3 grace fills at a retail pharmacy, maintenance and specialty medications must be filled by UCH Health pharmacies. **

**Extended plan members may fill prescriptions through UCH Health retail pharmacies or through CVS Caremark’s participating retail pharmacies.**

**Mail Order prescriptions are managed by UCH Health's pharmacy services.**

**For Extended or HDHP/HSA Compatible plan members:**
- 30-day prescriptions can be filled through UCH Health pharmacy services or through CVS Caremark's participating retail pharmacies. **

**Medicare members may fill prescriptions through any pharmacy.**

- Get 90-day prescriptions delivered to your door. 90-day mail order prescriptions will be filled by UCH Health's pharmacy services. **
Specialty Prescriptions
RX often filled through mail order. RX may be taken to treat chronic conditions (such as rheumatoid arthritis or multiple sclerosis)

For Exclusive plan members:
After 3 grace fills at a retail pharmacy, specialty and maintenance medications must be filled by UCHealth pharmacies. **

For Extended or HDHP/HSA Compatible plan members:
CVS Specialty, including UCHealth pharmacies, can be used for enrollees in the Extended or HDHP plans. The CVS Specialty team is available for questions, order support 24/7 at 1-800-237-2767.

* To locate a participating CVS Caremark pharmacy nearest you, either call CVS Caremark directly at 1-888-964-0121 or go to www.caremark.com [16].

** UCHealth Pharmacy Services will fill mail order needs for members. Here are a few reminders to keep in mind:

- All Plan members (except Medicare): 90-day supply within UCHealth Pharmacy Network
- Exclusive Plan members: After 3 grace fills, specialty and maintenance medications must be filled by UCHealth pharmacy services. Locate a UCHealth pharmacy [17].
- For general questions about UCHealth Pharmacy Services, call 720-848-3377 (voicemail only line) or email pharmacy@uchealth.org [18].

How can I manage specialty prescriptions?

CVS has put together these materials to help you navigate your specialty prescription needs.

Get to know CVS Specialty

| CVS Specialty [19] |

How do I know if my medication is covered? What do I do if my medication is NOT covered?

Prescription coverage & prior authorizations

Visit the Caremark website [20] to make a selection based on your drug(s) and find out more information on drug coverage. Two drug lists are available:

- Advanced Control Specialty Formulary – This is for specialty drugs.
- Performance Drug List for Clients with Advanced Control Specialty – This is for all other/non-specialty drugs.

If your drug is not on the Advanced Control Specialty Formulary, please contact the CVS Customer Care team at 1-888-964-0121, available 24 hours a day, seven days a week, 365
days a year.

**Groups audience:**
Employee Services

**Right Sidebar:**
ES: Benefits & Wellness - CVS Contact

**Source URL:** https://www.cu.edu/employee-services/benefits-wellness/cvs-caremark-pharmacy-services

**Links**
[1] https://www.cu.edu/employee-services/benefits-wellness/cvs-caremark-pharmacy-services
[16] https://www.caremark.com/wps/portal
[18] http://mailto:pharmacy@uchealth.org
[19] https://www.cu.edu/doc/cvs-specialtypdf