

## **CVS Caremark Pharmacy Services** <sup>[1]</sup>

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

### **Where to fill your prescription with CVS Caremark**

**Plans: Members enrolled in CU Health Plans - Exclusive, Extended and High Deductible.**

Review this chart to help determine the best in-network pharmacy for you and your needs:

**Medication type**

**Short-term medications** — Up to a 30-day supply (Antibiotics, etc.)



**Non-specialty medications** — Up to a 90-day supply



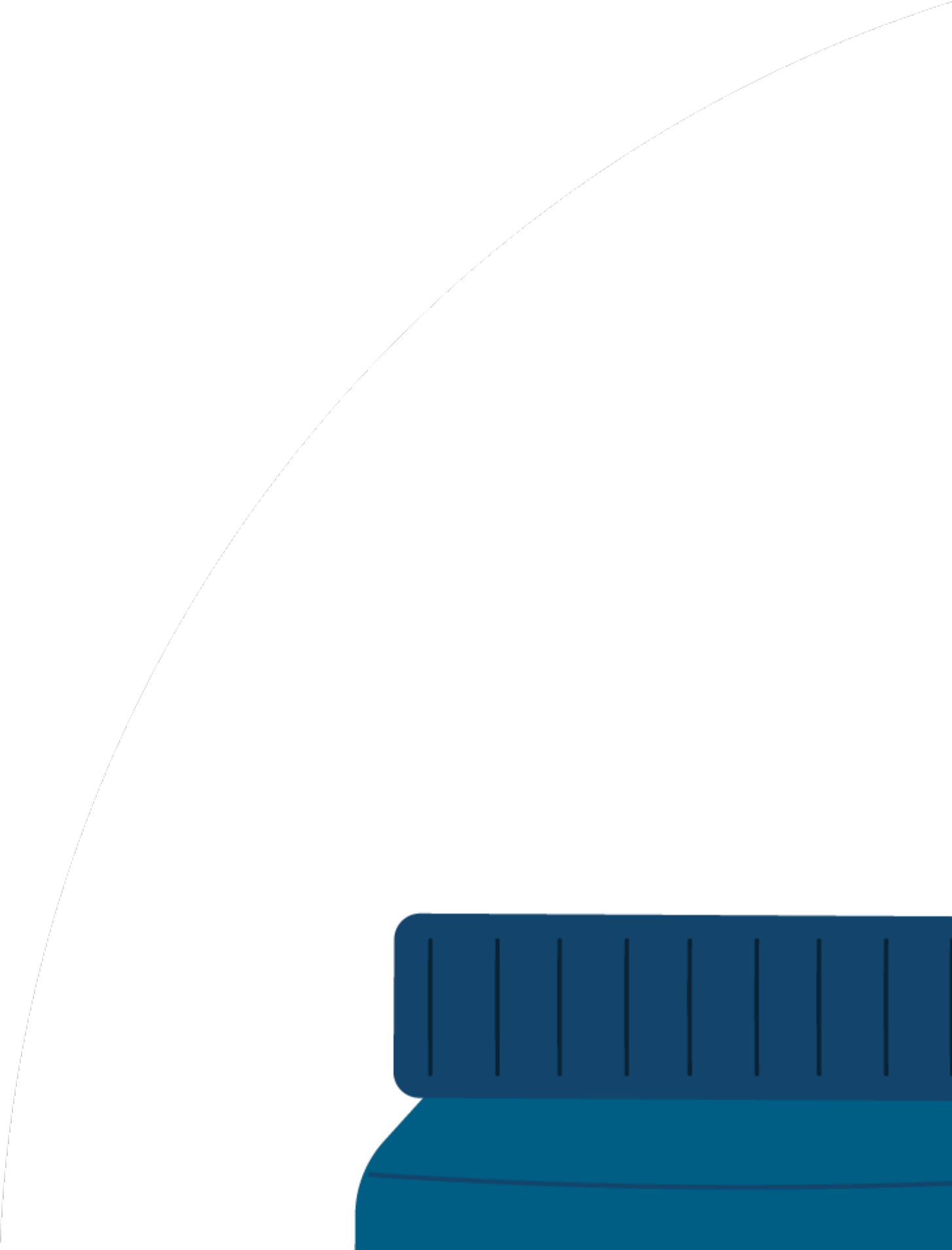
**Maintenance medications** (such as high blood pressure and diabetes medications) -



**CVS Mail Service** <sup>[4]</sup>:

Mail order fills maintenance medications with up to 90-day supply. You can have medi

**Specialty medications** (Medications that required special handling, have limited distr



## Plan: CU Health Plan — Medicare

- CU Health Plan — Medicare members can still choose to fill their prescriptions through any CVS Retail Network Pharmacy, as well as UCHealth Pharmacies and mail order service.
  - For general questions about UCHealth Pharmacy Services, call 720-848-3377 (voicemail-only line) or email [pharmacy@uchealth.org](mailto:pharmacy@uchealth.org) [6].
- 

## CVS Caremark FAQ

### 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 2023-24 plan year will be mailed new cards around July 1. Those who made no changes can continue to use their previous ID cards.

All users have the option to use digital IDs. For more information on using digital ID cards, check out our [digital delivery page](#) [7].

#### How do I manage my CVS Caremark account?

Members are encouraged to visit [Caremark.com](https://www.caremark.com) [8] and setup their online account to access CVS Caremark's CU Health Plan dashboard on or after July 1, 2023.

**[Digital Benefits](#)** [9]

**[CVS Mobile App](#)** [10]

[Caremark.com](https://www.caremark.com) [11] 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

#### Do I have to use CVS?

Plan members receive the biggest savings on medications when using a CVS Caremark service and/or network pharmacy, which includes major pharmacy chains like Walgreens and Costco.

You may continue to use a preferred pharmacy. However, most medication types dispensed from an out-of-network pharmacy will not be covered by CU Health Plan. Refer to the [pharmacy chart](#) to learn which pharmacies to use for different prescriptions.

### **I am enrolled in CU Health Plan — Medicare. Do I have to use CVS?**

CU Health Plan Medicare members can continue to fill their prescriptions through any CVS Retail Network Pharmacy, including UCHealth Pharmacy Services.

For general questions about UCHealth Pharmacy Services, call 720-848-3377 (voicemail-only line) or email [pharmacy@uchealth.org](mailto:pharmacy@uchealth.org) [6].

### **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.

**Save with generic medication** [12]

**RX coverage and prior authorizations** [13]

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

Visit the Caremark website's [formulary page](#) [14] to find out more information on drug coverage. Review the PDFs of the current formulary and speciality formulary as well as medications your plans will cover when the next quarterly formulary takes effect.

If your drug is not on the current formulary or speciality 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.

### **How are insulin, diabetes medications and supplies covered? How do I get assistance with these prescriptions?**

Covered CU Health Plan members with diabetes may be eligible to have insulin, generic medication and supplies provided by an in-network pharmacy with no copay. Brand-name diabetic medications are subject to applicable copays, deductibles or coinsurance depending on the member's health plan.

For questions about or assistance with managing coverage for insulin, diabetes medications



and supplies, please contact the **CVS Customer Care team at 1-888-964-0121**. They are available 24 hours a day, seven days a week, 365 days a year.

## **What if my doctor didn't send my prescriptions to the right pharmacy?**

All new prescriptions are given up to three grace refills before medications must be transferred.

You can transfer any prescriptions to a CVS pharmacy by visiting [caremark.com](https://www.caremark.com) <sup>[15]</sup> and entering in the medications you take regularly, and CVS will transfer them to the new CVS pharmacy of your choice.

## **Mail Order**

### **How can I enroll in CVS Mail Order?**

To have maintenance prescriptions mailed to you:

- Visit [Caremark.com/MailService](https://www.Caremark.com/MailService) <sup>[16]</sup>, log in to the site, open the Prescriptions menu, select Start RX Delivery by Mail, and fill out the related form.
- Call CVS Caremark Customer Care at 1-888-964-0121 to request that CVS Caremark contact your doctor for a new prescription.
- Alternatively, you can ask your doctor to send an electronic prescription to CVS Caremark Mail Service Pharmacy. You can expect to get your medication within 10 business days. (Your doctor should select the following for electronic prescriptions: CVS Caremark MAILSERVICE Pharmacy, One Great Valley Blvd, Wilkes-Barre, PA 18706)

CVS has put together this video on managing mail order prescriptions:

**[Save time and get your Rx online](#)** <sup>[17]</sup>

**[Track your prescription mail order](#)** <sup>[18]</sup>

## **What if my prescriptions get lost in the mail?**

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.

## **Specialty Prescription**

### **How can I manage specialty prescriptions?**

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

## **CVS Specialty** <sup>[19]</sup>

### **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>

[2] <http://www.caremark.com/> [3] <https://www.caremark.com/> [4] <http://www.caremark.com/manage-prescriptions/rx-delivery-by-mail> [5] <http://www.cvsspecialty.com/> [6] <mailto:pharmacy@uchealth.org>

[7] <https://www.cu.edu/employee-services/benefits-wellness/digital-delivery/digital-id-cards>

[8] <https://www.caremark.com> [9] <https://www.cu.edu/doc/digital-benefitspdf> [10]

<https://www.cu.edu/doc/cvs-mobile-apppdf-2> [11] <http://www.caremark.com> [12]

<https://www.cu.edu/doc/save-generic-medicationspdf> [13]

<https://www.youtube.com/watch?v=VSHPsorIGew> [14] <https://info.caremark.com/dig/acsduglist>

[15] <https://www.cvs.com/pharmacy/rxtransfer/transferv2> [16] <https://www.caremark.com/manage-prescriptions/rx-delivery-by-mail> [17] [https://www.youtube.com/watch?v=Yu8L0bDG1\\_4](https://www.youtube.com/watch?v=Yu8L0bDG1_4)

[18] <https://www.youtube.com/watch?v=XxIEAyXuBWU> [19] <https://www.cu.edu/doc/cvs-specialtypdf-1>