

Enjoy easy refills and the extra convenience of automatic refills.

You can refill your mail service prescription in three simple ways:

Option 1 @

Online at www.caremark.com

Option 2 ☎

Call us at the number on the back of your prescription ID card

Option 3 📧

Mail in a completed order form (there's one included in your prescription delivery)

Prescriptions ready when you are.

Save time when you sign up for ReadyFill at Mail®. This automatic prescription refill and renewal program is a no-cost service provided by CVS Caremark Mail Service Pharmacy.

When you enroll qualified prescriptions in ReadyFill at Mail, we will automatically refill your prescriptions at the appropriate time, unless you cancel. If a copay* is required, you will only be charged when your prescription ships. We will also contact your doctor to renew a prescription once the last refill is up or the prescription is about to expire.

ReadyFill at Mail stays in contact.

You can select which prescription(s) to include and your preferred method of communication (automated phone call, email or text message) to receive notices about them. If you select automated phone calls or text messages, you may also receive notice by email or U.S. mail.

ENROLL IN READYFILL AT MAIL

1 Register or sign in to Caremark.com, then go to the Manage Rx page. Select the eligible prescriptions you want to enroll and follow the steps.

OR

2 Call the toll-free Customer Care number on your prescription ID card.

MEMBERS GIVE US HIGH MARKS FOR SERVICE

Each year, close to five million people choose the convenience and cost savings of CVS Caremark Mail Service Pharmacy to fill their long-term prescriptions. A recent survey** of members using mail service found that:

- » 98% are very satisfied overall
- » 97% think mail service is convenient
- » 96% would recommend mail service to their family and friends
- » 95% think mail service is easy to use

If you have questions or need help with your mail service order, simply call the toll-free number on your prescription ID card.

ReadyFill at Mail is available for most common maintenance medications for chronic conditions or long-term therapy. Not all mail service prescriptions are eligible. Medications such as controlled substances, specialty drugs and prescriptions covered by certain government payers, including Medicare Part B, are not part of this program.

www.caremark.com

CVS/caremark™

*Copay, copayment or coinsurance means the amount a plan member is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, or a fixed amount or other charge, with the balance, if any, paid by the Plan.

**CVS Caremark Mail Service Pharmacy 2009 Member Satisfaction Survey.

©2014 CVS/caremark. All rights reserved. This document contains confidential and proprietary information of CVS/caremark and cannot be reproduced, distributed or printed without written permission from CVS/caremark.

49-28346a 102314 TDD: 1-800-863-5488

**CONVENIENCE.
COST-SAVINGS.
DELIVERED TO YOU.**

**CVS CAREMARK MAIL
SERVICE PHARMACY**



CVS/caremark™

SO MANY BENEFITS NO EXTRA COST

Do you or someone in your family take a long-term medicine to treat a chronic condition like asthma, heart disease, diabetes or high blood pressure? The CVS Caremark Mail Service Pharmacy will deliver these prescriptions directly to the location of your choice — at no additional cost for shipping or postage.



The benefits of ordering 90-day supplies of your long-term medicines through mail service include:

Greater convenience

Ordering 90-day supply of your prescriptions saves you a trip to the retail pharmacy every 30 days.

Lower prescription costs

Most 90-day prescriptions ordered through mail service cost less than three 30-day supplies at a retail pharmacy. Visit the Savings Center at www.caremark.com to see how much you can save.

Personal service

Speak with a registered pharmacist by calling the 24-hour, toll-free number on your prescription card.

Secure delivery

Your medicines are sent in plain packaging to protect your privacy. The package is tamper-proof and, if necessary, temperature controlled to protect certain medications and for your safety. You can even track delivery on your own through Caremark.com.



Choose one of three ways to start using mail service delivery:

1 Call the FastStart® toll-free number on your prescription ID card

We will let you know which prescriptions can be filled through CVS Caremark Mail Service Pharmacy. We will then contact your doctor for a 90-day prescription and will mail your medication to you.

When you call, be sure to have:

- » The ID number from your prescription card
- » Your doctor's first and last name and phone number
- » Your payment information and mailing address

2 Log onto www.caremark.com/faststart

Provide the requested information, and we'll contact your doctor for a 90-day prescription. If you haven't registered yet on **Caremark.com**, be sure to have your prescription card with your ID number handy when you register for the first time.

3 Fill out and send a mail service order form

Please have the following information with you when you complete the form:

- » The ID number from your prescription ID card
- » Your complete mailing address, including zip code
- » Your doctor's first and last name and phone number
- » A list of your allergies and other health conditions

- » Your credit or debit card number if you prefer that method of payment
- » You can also pay by check, electronic check, PayPal Credit or money order (Cash is NOT accepted)
- » Your original prescription from your doctor for up to a 90-day supply



If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicine:

- » One for a short-term supply (30 days or less) that can be filled at a retail pharmacy participating in the CVS/caremark Retail Pharmacy Network
- AND**
- » One for the maximum days supply allowed by your plan (usually 90 days), with up to three refills. Enclose this prescription along with the mail service order form you send in.

Continued on back