

Question & Answers

Specialty Pick Up*

Q1: What is Specialty Pick Up at CVS/pharmacy?

A1: Specialty Pick Up at CVS/pharmacy is an expansion of an existing specialty service; it gives patients the choice of picking up their medication at a local CVS/pharmacy location.

Q2: How does Specialty Pick Up at CVS/pharmacy work?

A2: Medication shipments are planned in advance during a phone call between the patient and the Pharmacy Service Representative (PSR) at CVS Caremark Specialty Pharmacy. This program is available to specialty clients of PBM clients beginning June 1, 2009. Postcards will also later be included in specialty orders to highlight the benefits of the service to patients.

This is a patient opt-in program. If the patient accepts this option, the PSR will confirm the selected store location address, as well as the date that the medication shipment will arrive at the location. The PSR will then inform the patient of the date when the shipment must be picked up; typically, a three-day window is allowed.

Medication is sent to the selected CVS/pharmacy retail location in an innovative thermal management shipping container called “GreenBox” for temperature sensitive/cold pack products. The GreenBox and all of the internal insulation and cooling components are designed for multiple reuses – making for a very safe and environmentally-friendly shipping system.

Q3: Why is this service being offered?

A3: This service is being offered to provide a greater degree of flexibility and convenience in delivery options to patients obtaining medications through CVS Caremark Specialty Pharmacy.

A signature is often required upon delivery for many of these shipments and it is not always convenient for the patient to wait at home for the delivery truck to arrive. Having the shipment arrive on their behalf at a local CVS/pharmacy provides patients with a convenient delivery option, while giving them the piece of mind that their medication is in a safe and secure environment.

Q4: How much does this cost clients or plan participants?

A4: There is no additional fee for this service. It’s just another way CVS Caremark Specialty Pharmacy is making our services more convenient for our plan participants.

Q5: Will we need to be in an exclusive network?

A5: No. Clients do not have to have an exclusive network relationship with CVS Caremark Specialty Pharmacy to participate in this service. However, the patient must be a CVS Caremark Specialty Pharmacy plan participant.

*Available at select CVS/pharmacy locations and subject to applicable laws and regulations.

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Specialty Pick Up at CVS/pharmacy™



Q6: Is the service available for patients who have their specialty medications covered under their medical benefits?

A6: Yes, as long as the plan participant is a patient of a CVS Caremark Specialty Pharmacy, the service is available to him/her.

Q7: Does the plan participant need to be served by CVS Caremark Specialty Pharmacy to participate in Specialty Pick Up at CVS/pharmacy?

A7: Yes.

Q8: Will this program be rolled-out nationwide?

A8: Yes, however, there are some limitations based on state law, and certain markets lacking a CVS/pharmacy store within approximately 10 miles of the patient, e.g., Pacific Northwest, Alaska, Arkansas, Colorado, Hawaii, Idaho, Montana, South Dakota, Oregon, Puerto Rico, Utah, Washington and Wyoming.

Q9: What states are excluded from this program?

A9: West Virginia and Alabama are excluded due to legal considerations. Furthermore, certain states/markets lack a CVS/pharmacy store within approximately 10 miles of the patient, e.g., Pacific Northwest, Alaska, Arkansas, Colorado, Hawaii, Idaho, Montana, South Dakota, Oregon, Puerto Rico, Utah, Washington and Wyoming.

Q12. Will the Longs locations be included in this program?

A12: No, the Longs locations will not be included in this program at this time

Q13: Who is the best plan participant for this service?

A13: Specialty Pick Up at CVS/pharmacy is ideal for plan participants who are being treated with specialty medications but may not always have the ability to be where they prefer their medications to be delivered.

Q14: How is this program unique in the marketplace?

A14: Specialty Pick Up at CVS/pharmacy is unique to the marketplace because of the broad access it provides for our plan participants. We have more than 6,300 CVS/pharmacy locations nationwide.

Shipping and Delivery Details

Q15: What specialty therapies are included in the Specialty Pick Up at CVS/pharmacy program?

A5: Most CVS Caremark Specialty Pharmacy therapies (refrigerated and non-refrigerated) can be shipped in the Specialty Pick Up at CVS/pharmacy service, with the exception of hemophilia products, IGIV, Remodulin and Epoprostenol (generic Flolan) and medications for lysosomal storage disorders ("Zymes").

Q16: Does the medication shipment include ancillary supplies?

A16: Yes, the medication shipment will include all of the ancillary supplies typically included in specialty orders.

Q17: How do plan participants select their nearest CVS/pharmacy retail location?

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A17: Plan participants can choose the retail location that is most convenient for them. If they are not sure of the nearest location, their CareTeam representative can provide suggestions generated by the Store Locator on www.cvs.com.

Q18: How will the CVS/pharmacy retail store know that the medication shipment is coming?

A18: CVS Caremark Specialty Pharmacy will call the retail location the morning of the delivery, and UPS will have instructions to deliver the medication directly to the pharmacy.

Q19: Does this service include delivery from or delivery to on-site pharmacies?

A19: No, this service does not include delivery from or to CarePlus on-site pharmacies or CarePlus specialty retail pharmacies.

At the CVS/pharmacy Counter

Q20. What happens when patients arrive at the CVS/pharmacy retail location to pick up their specialty medications?

A20: The patient is notified in advance of picking up their medication and provided with a designated time period for pick up. When the patient arrives at the pharmacy, the pharmacist will open the sealed GreenBox shipping container and hand the patient a CVS bag containing the prescription medication as well as some written documentation. The patient will then need to sign an acknowledgement that the medication has been received.

Q21: Does the patient need to pay for his/her medication at the CVS/pharmacy retail location?

A21: No. All shipments are directly prepaid by the patient to CVS Caremark Specialty Pharmacy, so no payment is needed at the pharmacy counter.

Q22: Does the prescription process as a retail claim if a patient decides to use Specialty Pick Up at CVS/pharmacy?

A22: No, the CVS Caremark Specialty Pharmacy is still the dispensing pharmacy and processes the associated claim. This is a pick up service only.

Q23: Who will perform the first fill counseling?

A23: First fill counseling for Specialty Pick Up at CVS/pharmacy is conducted via telephone by a specialty pharmacist at CVS Caremark Specialty Pharmacy. If the patient has additional questions or concerns, the patient will be advised to contact his/her specialty pharmacy CareTeam at the toll-free number provided with the order.

Q24: How long does the patient have to pick up the shipment?

A24: The patient has approximately three days to pick up refrigerated medications.

Q25: What happens to the medication if the patient does not arrive to pick it up or does not pick it up within the designated timeframe?

A25: Medications cannot be picked up after the assigned deadline, since the package may no longer meet the requirements for temperature control. Shipments not picked up by the patient will be returned to the CVS Caremark Specialty Pharmacy to be destroyed.

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Additional Questions

Q28: Has this offering being tested?

A28: The Florida Specialty Pick Up at CVS/pharmacy Program pilot launched fourth quarter 2008, first to two Florida payors and later to the entire state, has generated approximately over 200 shipments to date. Findings from this pilot helped us improve "GreenBox" packaging and distribution processes, making this a viable, scalable venture to drive traffic to CVS/pharmacy retail stores.

Q29: Is the Specialty Pick Up at CVS/pharmacy program an extension of the Maintenance Choice™ program?

A29: No, Specialty Pick Up at CVS/pharmacy is not related to the Maintenance Choice program. This program is a pick-up-only service for all CVS Caremark Specialty Pharmacy patients. This is not a plan design and there are no parameters for clients or their plan participants to participate. Unlike Maintenance Choice, with Specialty Pick Up at CVS/pharmacy, patients will not be able to walk into a CVS/pharmacy to request their medication. The order must still be arranged through their PSR at CVS Caremark Specialty Pharmacy. Orders will continue to be dispensed at the designated specialty pharmacy and claims continue to be processed as specialty through the patient's pharmacy or medical benefit.

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