

Discover the benefits of the Caremark Mail Service Program



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YOUR CAREMARK MAIL SERVICE PROGRAM

Your prescription benefit plan administered by Caremark includes the use of a mail service pharmacy. This convenient option lets you order medicines you take on an ongoing basis. It also may save you time and money.

With the Caremark Mail Service Program, you can:

- Receive an extended supply of medicine.
- Enjoy the ease of having a prescription delivered to a location of your choice – home, office, vacation spot or other location of your choosing, including free standard shipping.
- Speak to a registered pharmacist 24 hours a day.
- Order prescription refills and get health information online at www.caremark.com – anytime, day or night.

GETTING STARTED IS EASY!

- 1. Ask your doctor to write two prescriptions:**
 - One for a short-term supply (e.g., 30 days) to be filled immediately at a participating retail pharmacy.
 - One for the maximum days' supply allowed by your prescription benefit plan (e.g., 90 days) with as many as three refills (if appropriate) to mail to Caremark.
- 2. Complete the mail service order form.**

An incomplete form can cause a delay in processing.

- 3. Mail your order form, along with your prescription and payment, in the pre-addressed envelope.**

We accept VISA®, MasterCard®, Discover® or American Express®. You also can pay by check or money order. Do not send cash.

- 4. Allow 10-14 days, from the day you mail your order, for delivery of your medicine.**

REFILLS ARE EVEN EASIER!

The information included with your order will show the date that you can request a refill and the number of refills you have remaining.

Get your refills faster by ordering:

- **On the Internet** – The fastest, most convenient way to order your prescription refills is by logging on to the Caremark Web site at www.caremark.com. Simply enter your ZIP code, date of birth, prescription number and credit card information to order.
- **By telephone** – Call the toll-free number on your prescription label to use our automated refill service. Have your credit card information available. You can also mail your refill request, but online and telephone orders tend to arrive sooner.

Note: Child resistant caps, order forms and envelopes are included with every delivery.

TIMELY HOME DELIVERY SERVICE

New prescriptions typically arrive within 10-14 days from the day you mail your order. Refills ordered online or by phone generally arrive within 10 days. Standard shipping is free. Overnight or second-day shipping is available for an additional charge.

For your convenience, all items in your order typically arrive in one package. If an item is not available, you may be notified. You can then ask that all available items be sent right away.

PACKAGED FOR SAFETY

Packages cannot be opened or resealed without showing evidence of tampering. In addition, the mailing label does not show that the package comes from a pharmacy – only the return address is listed.

SPECIAL HANDLING

Certain items require special handling and may be shipped by a faster method at no additional cost. A customer service representative may contact you by phone to schedule a delivery date.

The following items require special handling:

- Controlled substances and orders exceeding \$1,200 in value – shipped via two-day delivery service. An adult signature is required for delivery.
- Temperature-sensitive items (such as insulin) – sent via priority overnight mail or second-day delivery, depending on seasonal weather conditions. Ice packs are included with items requiring refrigeration.

COMMONLY ASKED QUESTIONS

What will I pay for prescriptions from the mail service pharmacy?

Your benefit materials explain your co-payment or coinsurance for mail service prescriptions. You may also call the toll-free number on your prescription ID card or contact your benefit provider for this information.

What if I need medicine while I am traveling?

If you need your medicine to be shipped to a temporary address, let us know via the Internet, by phone or on your order form. If you need more medicine than the quantity allowed by your prescriber or benefit prescription plan (i.e., more than a 90-day supply), contact your benefit office for approval. Please make these arrangements at least 30 days before you need a refill.

Why do my pills look different than before?

There may be times when another clinically approved, cost-effective brand-name or generic medicine is available to treat your condition. In these situations, the alternative medicine may be dispensed if available and permissible. Please be assured your prescription will not be changed unless your prescribing doctor determines that a change is beneficial.

Where can I learn more about my medicine?

Important information on common medicine uses, specific instructions and possible side effects is included with each order. If you need additional information, visit www.caremark.com or call the toll-free number on your prescription ID card.

PROTECTING YOUR HEALTH

1. Keep an updated list of your medicines, drug allergies and emergency contact numbers in your purse or wallet. For a list of medications you have received through this program, log on to www.caremark.com.
2. Review the medicines you are taking, including herbal and nutritional supplements, with your doctor or pharmacist on a regular basis.
3. Read and follow the safety instructions included with your medicines.
4. Take prescription medicines that are prescribed only for you.
5. Do not take expired medicines.

TIPS FOR SAVING TIME AND MONEY

1. Visit www.caremark.com to refill prescriptions online.
2. Ask your doctor about generic medicines. On average, generic medicines cost 20 to 70 percent less and produce the same results as comparable brand name medicines. Using a brand name medicine when a generic version is available may cost you more.
3. If your prescription benefit provider has a preferred drug list, take it with you to your doctor's office. Using medicines on this list may save you and your prescription plan money.
4. Check the prescription to make sure that it is legible. It should also include the plan participant's full name, the prescribing doctor's contact information and the prescription details.

This document refers to co-payment. Co-payment means the amount a plan participant is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, a fixed amount, or other charge, with the balance, if any, paid by the Plan.