



## **CAREMARK MAIL SERVICE PHARMACY AUTOMATIC PRESCRIPTION REFILL AND RENEWAL PROGRAM**

### **Commonly Asked Questions:**

**Q1: Are there any costs to enroll in the programs?**

A1: No. Enrollment in the programs is free. Your usual medication co-payments and deductibles will apply.

**Q2: Are all of my medications eligible for the programs?**

A2: No, not all medications are part of the programs. Automatic refill and renewal is available for most common maintenance medications that are taken for chronic conditions or for long-term therapy. Examples include medications for managing high blood pressure, high cholesterol, diabetes and other chronic medical conditions.

In compliance with pharmacy laws and to ensure appropriate drug therapy, some medications, such as controlled substances and specialty drugs, are not included in the programs. When you log on to Caremark.com, medications that are eligible for the program will have a check box next to them.

**Q3: How will I be contacted about my automatic refills and renewals?**

A3: When you enroll in the automatic refill and renewal programs, you can select the communication method that you want us to use to contact you. You can choose phone (automated voice message), e-mail or text message. You will also receive a message in your Secure Message Center on Caremark.com.

**Q4: When and how is my doctor contacted for a prescription renewal?**

A4: When your prescription is about to expire or the last refill is almost used up, a fax is sent or a phone call is made to your doctor's office. If the doctor approves the prescription renewal, we will process the order and send the medication to you. However, if the prescription renewal is declined or if your doctor does not respond to our request, we will contact you and ask that you follow up with the doctor to obtain a new prescription and then submit it to us.

**Q5: How soon after I receive a prescription renewal message will I receive my prescription?**

A5: Once authorization is received from your doctor, you should receive the prescription within 10 days.

**Q6: How soon after I receive a prescription refill message will I receive my refill?**

A6: You can expect to receive the prescription refill within 10 days after the prescription order has started processing.

**Q7: How do I cancel a refill or renewal request? How soon do I need to respond to cancel a refill or renewal request?**

A7: You will be proactively alerted through your selected method of communication (phone, e-mail or text message) seven days prior to a prescription order being started in the system. You have the opportunity to cancel the order, if needed, within seven days. For example, if you receive a message on April 1 that we are about to refill or renew a prescription, you would have until April 8 to cancel the request. You can cancel a request by logging on to Caremark.com or by calling Customer Care.

Note: We will attempt to contact you seven days before starting an order. However, if there is a problem with the contact information (a wrong phone number or e-mail address), the alert may be delayed. The automatic message in your Secure Message Center on Caremark.com will always be sent seven days before starting the order.

**Q8: Am I able to return a prescription for credit?**

A8: Prescription drugs cannot be returned for credit.

**Q9: If my doctor changes my medication, how do I remove the previous medication from the program and replace it with the new prescription?**

A9: You can log on to Caremark.com and go to the “Refill Prescriptions” page. If a prescription is currently enrolled in the program(s), you can click on the appropriate check box to deselect the prescription from either or both programs. After deselecting the box(es), click “Continue” and proceed to the confirmation screen, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card.

To enroll the new medication, go to the “Refill Prescriptions” page on Caremark.com and select the prescriptions you want to enroll, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card.

**Q10: How do I remove a prescription if I no longer want it to be in the automatic refill and/or automatic renewal program?**

A10: If you want to remove a prescription from the automatic refill and/or renewal program, you can:

- Log on to Caremark.com and go to the “Refill Prescriptions” page. If a prescription is currently enrolled in the program, you can click on the appropriate check box to deselect the prescription from the program. After deselecting the box, click “Continue” and proceed to the confirmation screen.
- Call the toll-free Customer Care number on the back of your prescription benefit ID card