

Enjoy easy refills and the extra convenience of automatic refills.

You can refill your mail order prescription in three easy ways:

Option 1:

Online at Caremark.com

Option 2:

Call us at the number on the back of your Prescription Card

Option 3:

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

Save extra 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. We do the refill ordering work for you, so you don't have to spend time online, on the phone or filling out a form.



Ready when you are.

ReadyFill at Mail automatically fills your long-term prescriptions and mails them directly to your home or office. And, if your prescription expires and needs to be renewed, we automatically contact your doctor's office to obtain a new one for you.

ReadyFill at Mail stays in contact.

We contact you twice before you receive your prescription delivery. The first message is sent by e-mail, phone or text message 14 days before your refill due date to let you know your order is being placed. If you need to cancel the order, you can do so at that time.

A second message is sent five to seven days before your refill due date to let you know that your order has shipped. If a copay* is required, you will ONLY be charged when your prescription ships.

Sign up for ReadyFill at Mail

1. Log on to www.caremark.com/readyfill

OR

2. Call us toll-free at the number on your Prescription 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 revealed that:

- 98 percent are very satisfied overall
- 97 percent think mail service is convenient
- 96 percent would recommend mail service to their family and friends
- 95 percent 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 Card.

*Copay, copayment or coinsurance 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, 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.



Convenience. Cost-savings. Delivered to you.

CVS Caremark Mail Service Pharmacy

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So many benefits, no extra cost.

Your prescription benefit plan offers a way for you to save both time and money on long-term prescriptions. For medicines you or your family members take regularly, the CVS Caremark Mail Service Pharmacy will deliver them to you – at no extra cost. Mail service is available for prescriptions used to treat conditions such as high cholesterol, asthma, arthritis, diabetes, heart disease and high blood pressure.

CVS Caremark Mail Service Pharmacy offers many benefits, including:

- **Greater convenience:** Order 90-day supplies of your medicine through mail service, and enjoy no-cost, dependable and regular delivery of prescriptions to your home or location of choice. This saves you a trip to the retail pharmacy every 30 days.



- **Lower prescription costs:** Most 90-day prescriptions ordered through mail service cost less compared to getting 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 when you have questions about your prescriptions.
- **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 www.caremark.com, or call us at the number on the back of your Prescription Card and we can do it for you.

It's easy to start using mail service.

Choose ONE of the following three ways:

1. **Call the FastStart® toll-free number at 1-800-875-0867, Monday through Friday, 7 a.m. to 7 p.m. (CT)**

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

Going online is a quick and easy way to start using mail service. Once you provide the requested information, 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

If you already have a 90-day prescription, you can send it to us with a completed mail service order form. Please have the following information with you when you complete the form:

- The ID number from your Prescription 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, Bill Me Later®, 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.

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