

CVS/caremark™ Mail Service Pharmacy Program

User Guide

For Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan)

Getting started is easy!

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

- The first, for a short-term supply (e.g., 30 days) to be filled right away at a network retail drugstore.
- The second, for the max days' supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS/caremark.

Ask your doctor about getting a prescription for 90-days.

Whether you use the CVS/caremark Mail Service Pharmacy Program or purchase your long-term drugs at a network retail drugstore talk to your doctor today about getting a prescription for 90 days.

Mail service order options.

If you take one or more long-term drugs, use mail service and have them shipped to your home.

This means fewer trips to the drugstore and the gas pump.

Choose from 4 ways to order.

- **Option 1 – Mail** – Complete and mail the CVS/caremark Mail Service Order Form. Mail the form and payment to the address printed on the form.
For new orders, don't forget to include your prescription.
- **Option 2 – Online** – Go to www.caremark.com and sign in or register by clicking on register now. Then under the prescriptions drop down menu select “start mail service” and follow either the online steps, or, feel free to complete the mail service order form and mail to CVS/caremark. The mailing address is printed on the form.
- **Option 3 – Phone** – Call CVS/caremark toll-free at (855) 432-7016, TTY 711, 24/7. Provide your Member number (found on your Plan ID card), your prescription name(s), your doctor's name and phone number, and your mailing address. You can even use the toll-free number above to order refills 24/7.



MyCareOhio *Connecting Medicare + Medicaid*

Your Extended Family.

- **Option 4 – Doctor** – Give your doctor’s office the CVS/caremark number, (855) 432-7016, TTY 711, and ask your doctor to call, fax, or ePrescribe your prescription 24/7. To speed up the process, your doctor will need your Member number (found on your Plan ID card), your date of birth, and your mailing address.

That’s it! Once CVS/caremark receives your order it should take about 10 days for you to receive your order.

Find out how easy it is to have prescriptions shipped to your home. You can even order refills 24/7 by calling (855) 432-7016, TTY 711. If your order does not arrive in about 10 days please call CVS/caremark at (855) 432-7016, TTY 711, 24/7.

Refill prompts.

When using the CVS/caremark Mail Service Pharmacy Program, you can choose to receive a call, eMail, or text message advising the date you can have your prescription(s) refilled.

If you request a refill too soon alert, CVS/caremark will let you know when you can request a refill.

Need help or have questions?

If you need help with any formulary-related issue or simply have questions about your drug benefit, please call our Pharmacy Call Center toll-free at (855) 665-4623, TTY 711, Monday – Friday, 8 a.m. to 8 p.m., local time

Molina Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

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Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4623, TTY/TDD al 711, de lunes a viernes de 8 a.m. a 8 p.m. hora local. Esta es una llamada gratuita.

Limitations and restrictions may apply. For more information, call Molina Dual Options MyCare Ohio Member Services or read the Molina Dual Options MyCare Ohio Member Handbook. Benefits may change on January 1 of each year.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

