Getting started is easy!

1. If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicines:
   - The first for a short-term supply (e.g., 30 days) to be filled right away at a participating retail pharmacy
   - The second for the maximum days supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS Caremark
2. Complete the mail service order form. You can fill out and print the form online at **Caremark.com** by clicking on New Prescriptions. An incomplete form can cause a delay in processing.
3. Mail your order form along with your prescription(s) and payment in the envelope provided, or use your own envelope to mail the form and payment to the CVS Caremark Mail Service Pharmacy address printed on the form. You can pay using an electronic check, Bill Me Later®, or credit card (VISA®, MasterCard®, Discover® or American Express®). Or you can pay by check or money order. Do not send cash.
4. Allow up to 10 days from the day you submit your order for delivery of your medicine.

If you're not in a hurry to get your medicine, then just get a 90-day prescription from your doctor to send to CVS Caremark.

Tips for saving time and money.

1. Ask your doctor about generic medicines. Research shows that you can **save an average of 30% to 80%**** when you fill your prescriptions with a generic instead of a brand-name drug.
2. If your prescription benefit program has a Preferred Drug List, print a copy of the list from Caremark.com and take it with you to your doctor's office. Using medicines on this list may save you and your prescription plan money.
3. Make sure the prescription you receive from your doctor is legible. It should include the patient's full name, the prescribing doctor's contact information and the prescription details - including the date it was written.

Caremark.com puts the power in your hands.

- Order the fastest refills
- Check drug cost
- View prescription history
- Find a participating local pharmacy
- Contact a pharmacist

Register today at **Caremark.com** to actively manage your own health and wellness. You will need information from your benefit ID card to register.

CVS CAREMARK

www.caremark.com

*Copayment, copay 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, a fixed amount, or other charge, with the balance, if any, paid by the Plan.

**The amount of your savings will be based on your benefit plan. Source: Generic Pharmaceutical Association's Web site: www.gphaonline.org

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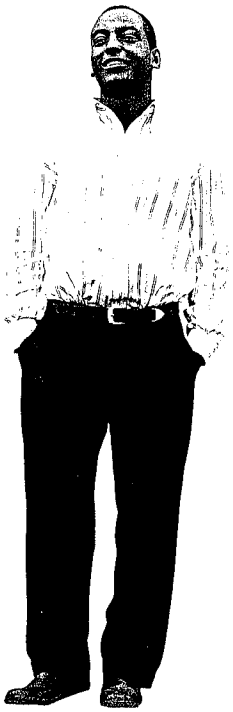

CVS Caremark Mail Service Pharmacy

A User's Guide

CVS CAREMARK

The advantages of mail service.

Your prescription benefit plan administered by CVS Caremark includes the use of a mail service pharmacy. If you take one or more maintenance medicines, you may save money and time with mail service and have your medicine conveniently delivered to your home, office or location of choice.

With the CVS Caremark Mail Service Pharmacy, you can:

- Receive an extended supply of medicine
- Enjoy free regular delivery
- Speak to a registered pharmacist 24 hours a day, seven days a week
- Contact a pharmacist with your questions on Caremark.com
- Order prescription refills online or by phone anytime, day or night

Convenient refill options.

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

3 ways to refill:

- **Online** – Ordering refills at Caremark.com is convenient, fast and easy! Have your benefit ID card handy to register.
- **By Phone** – Call the toll-free Customer Care number on your prescription label for fully automated refill service. Have your benefit ID number ready.
- **By Mail** – You can also mail your refill request to CVS Caremark, but online and telephone orders tend to arrive sooner.

Allow up to 10 days from the day you submit your order for delivery of your medicine. Regular delivery is free. Overnight or second-day delivery is available for an additional charge.

Packaged for safety.

Your medicine will be mailed to you in plain, tamper-proof packaging. An order form and a return envelope are included with every delivery. All items in your order typically arrive in one package. If an item is not available, CVS Caremark will contact you to determine if you want the available items shipped or held until all items are ready.

Special handling.

Certain items require special handling and may be shipped by a faster method at no additional cost. In such cases, you may receive a call letting you know your order is being shipped.

- **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** – packaged and sent using special procedures, including ice packs, coolers, and/or express delivery when necessary.

What you will pay.

Your benefit materials explain your copayment* or coinsurance for mail service. You can receive up to a 90-day supply of your medicine for a copay that may be significantly less than you would pay at a participating retail pharmacy. If you are unsure of your cost, contact your benefit provider, call the toll-free number listed on your benefit ID card or in your Welcome Kit, or check drug costs on Caremark.com.

If you will be traveling.

If you need your medicine shipped to a temporary address, you can let us know by phone, on your order form or by updating your profile on Caremark.com. If you need more medicine while traveling than the quantity allowed by your prescriber or benefit plan (i.e., more than a 90-day supply), contact your benefit office for approval at least 30 days before you need a refill.

If your medicine looks different.

There may be times when a cost-saving generic drug is available to treat your condition. In this situation, you may receive the generic, unless your doctor tells us you must receive the brand-name medicine. A generic drug may look different, but all generic drugs are approved by the U.S. Food and Drug Administration to have the same active ingredients as the brand-name medicines

To learn more about your medicine.

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