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## Wellmark's PBM Transition to CVS/caremark: Mail Order Q&A

### Iowa and South Dakota Pharmacy Benefit Plans

This document answers common questions regarding Wellmark's new mail order vendor: CVS/caremark Mail Service Pharmacy.

On Jan. 1, 2016, Wellmark will welcome a new pharmacy benefit manager (PBM): CVS/caremark.

With this transition, Wellmark will continue to manage its formulary independent of the PBM, members will experience no network interruption, and all existing benefits, authorizations and exceptions will transition to the CVS/caremark claims system.

However, there are some changes members should understand. One of these changes is a new mail order vendor: CVS/caremark Mail Service Pharmacy. This Q&A will provide answers to the common questions related to mail order. As we progress through the transition, your Wellmark representative will be available to make this process a smooth one for you and your organization.



#### CVS/CAREMARK MAIL ORDER SERVICE PHARMACY TRANSITION DETAILS

**Q: Will current mail order users' prescriptions transfer to CVS/caremark Mail Service Pharmacy?**

**A:** Yes, members' prescriptions will transfer to CVS, with certain limitations. All existing mail order prescriptions that can be transferred to CVS/caremark Mail Service Pharmacy will be automatically transferred in December 2015. Certain medications are unable to be transferred, such as controlled substances, expired prescriptions and prescriptions without a refill.

Members whose prescriptions cannot be transferred will be required to obtain a new prescription, which may be obtained through a phone call or visit to their provider. Members may also request a new prescription through Caremark.com or by calling Customer Care at 1-866-611-5961. You may also obtain a prescription through the "Request a New Prescription" tool through Caremark.com.

**Q: Can members still use Catamaran mail order services after the transition?**

**A:** No. After the transition, Catamaran Home Delivery will no longer be the mail order pharmacy provider for Wellmark members and will be unable to process claims for Wellmark members.

Members who are enrolled in Catamaran's mail order service will receive additional information about enrolling in CVS/caremark Mail Service Pharmacy in November.

**Q: When** will members be notified by Wellmark that they will need to register for CVS/caremark Mail Service Pharmacy?

**A:** Wellmark will send a mailed letter to all members participating in our current vendor's mail order program in November. Current mail order users will also receive a follow-up call from Wellmark in January to prompt them to register for CVS/caremark Mail Service Pharmacy.

**Q: When** are members able to enroll in CVS/caremark Mail Service Pharmacy?

**A:** Members may register for CVS/caremark Mail Service Pharmacy beginning Jan. 1, 2016.

**Q: Is** there an additional cost associated with using CVS/caremark Mail Service Pharmacy?

**A:** No. CVS/caremark Mail Service Pharmacy delivers members prescriptions at no extra cost.



## REGISTERING AND USING CVS/CAREMARK MAIL ORDER SERVICE PHARMACY

**Q: How** do members order a new prescription from CVS/caremark Mail Service Pharmacy?

**A:** Members may order a new prescription with CVS/caremark Mail Service Pharmacy in the following two ways:

### 1. Conveniently order a prescription using FastStart®

- Call CVS/caremark toll-free at 1-866-611-5961. CVS will then contact the member's doctor for a 90-day prescription for long-term medication. Members should have their ID number, medication name, and doctor's name and phone number handy. Members should also have payment information and a mailing address ready.
- Or members may log in to [www.caremark.com/faststart](http://www.caremark.com/faststart). Once a member provides the requested information, CVS will contact the doctor for a 90-day prescription. If the member hasn't yet registered yet on Caremark.com, they will need to have their ID number handy when they register for the first time.

*If the prescription is for a controlled substance, a written prescription from the doctor may need to be obtained.*

### 2. Fill out and send in a mail service order form

- The member will need to obtain a written prescription from their doctor. If the prescription needs to be filled right away, the member should ask the doctor to write two prescriptions for 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 Mail Service Pharmacy
- Members will need to complete the mail service order form. They may fill out and print the form online at Caremark.com by clicking on “My Prescriptions.” Members should mail their order form along with their prescription(s) and payment in the envelope provided, or they may use their own envelope to mail the form and payment to the CVS/caremark Mail Service Pharmacy address printed on the form. Payment options include electronic check, Bill Me Later®, credit card (VISA®, MasterCard®, Discover® or American Express®), personal check or money order. Cash is not accepted.

**Q: Are automatic refills and renewals available with CVS/caremark Mail Service Pharmacy?**

**A: Yes, CVS/caremark Mail Service Pharmacy offers ReadyFill at Mail® for convenient, automatic refills and renewals. Here’s how ReadyFill at Mail works:**

- When members enroll qualified prescriptions in ReadyFill at Mail, CVS will automatically refill prescriptions at the appropriate time, unless the member cancels.
- CVS will also contact the doctor to renew the prescription once the last refill is up or the prescription is about to expire.
- CVS will contact the member twice before they receive a prescription delivery. The first message is sent by email, phone or text message 14 days before the refill due date to notify the member their order is being placed. If the member needs to cancel the order, they can do so at that time. A second message is sent five to seven days before the refill due date to let the member know their order has shipped.
- If a copay is required, the member will be charged when their prescription ships.

To enroll in ReadyFill at Mail:

1. Register or log in to Caremark.com/ReadyFill
2. Go to the “Manage Your Prescriptions” page. Select the eligible prescriptions to enroll and follow the steps.
3. Or members may call the toll-free Customer Care number at 1-866-611-5961.

**Q: What tools are available to help members get the most out of CVS/caremark Mail Service Pharmacy?**

**A: CVS/caremark Mail Service Pharmacy offers a suite of resources for members, including the following features:**

- **Easy Refill:** Members may refill mail order prescriptions by entering their date of birth and prescription number. Members may refill multiple prescriptions in the same order, while also updating the delivery address, payment information and shipping method.
- **Check Drug Cost:** Members can search for a single drug at a time and receive pricing for 30-day and 90-day medications. Members will also see generic equivalents of the drug to highlight lower-cost options.

- **Pharmacy Locator:** Members may view a list of pharmacy locations, both in network and out of network, using city, state or ZIP code.
- **Request New Prescription:** Members may request a new mail order prescription, including requests for family members (if permissions are granted).

**Q: Who** should members contact with CVS/caremark Mail Service Pharmacy questions?

**A:** Members may call the toll-free Customer Care number at 1-866-611-5961 or visit Caremark.com.

#### **IMPORTANT DATES TO REMEMBER RELATED TO MAIL ORDER PHARMACY:**

- Employees currently using mail order services receive a mailed letter about the new mail order vendor: [November 2015](#)
- Employees using mail order receive a follow-up call: [January 2016](#)
- The CVS/caremark PBM transition complete: [Jan. 1, 2016](#)
- Employees may register for CVS/caremark Mail Service Pharmacy: [Jan. 1, 2016](#)