

# Prescriptions By Mail

For CDPHP® Medicare Choices Plan Members with Part D Prescription Drug Coverage  
 You can save money with the CDPHP Mail Service option.

For your convenience, CDPHP offers a mail order option for members of our Medicare plans with Part D prescription drug coverage.

These plans are:

- CDPHP Value Rx (HMO)
- CDPHP Choice Rx (HMO)
- CDPHP Core Rx (PPO)
- CDPHP Classic Rx (PPO)
- CDPHP Prime Rx (PPO)
- CDPHP Group Medicare Rx (HMO)
- CDPHP Group Medicare Rx (PPO)

Sign up for the Prescription Mail Service and have your maintenance medications delivered directly to your home.

If you take medications to treat a chronic condition, or if you'd like your diabetic supplies delivered to your home, you may qualify for this mail order option offered through our pharmacy benefits manager—CVS Caremark Part D Services, LLC (Caremark).

## Q: What is covered?

A: Maintenance drugs are defined as “those medications that are taken regularly, or used to treat or prevent a chronic health condition, such as, but not limited to, high blood pressure, diabetes, and asthma.”

Certain diabetic supplies may be available through mail order.

## Q: How do I sign up?

A: Just follow these three simple steps:

1. Obtain a written prescription from your physician for a 90-day supply of each new maintenance drug you're requesting, and each refill, if appropriate. Prescriptions written for less than a 90-day supply cannot be modified by Caremark and will be filled as written.

2. Complete the Caremark Mail Service Order Form that is included in this packet. Please note the information below:

- **New/Refill Prescription Information:** Indicate on page 1 how many new and/or refill prescriptions you're requesting. Use the extra space at the bottom of the page if you're refilling more than eight prescriptions with this form.
- **Allergy/Health Information:** On page 2, record any allergies and health conditions that apply for the individual(s) receiving the prescriptions being ordered with this form.
- **Payment Information:** If you need expedited shipping, you can select that option in this section on the bottom of page 2.

3. Send the form, prescription, and appropriate payment to:
  - Caremark®**
  - PO Box 2110**
  - Pittsburgh, PA 15230-2110**

You should receive your medication in approximately 14 days.

## Q: How much do drugs cost if I use mail order?

A: Your cost depends on the tier status of the prescribed medication, your specific plan and benefit information, and whether you have reached the coverage gap or the catastrophic coverage level. Please check your *Evidence of Coverage* or *Formulary* for information about your specific benefits and drug tiers. Keep in mind, using generic medications will save you money, so be sure to discuss this option with your physician.



**A plan for life.**

**Q: What if my prescription changes?**

A: Any time your prescription changes (drug, strength, directions, etc.), you should obtain a new 90-day written prescription from your physician to send to Caremark.

**Q: Is this the only way to sign up for the mail order service?**

A: You also can sign up by calling Caremark. Please refer to the back of your prescription drug ID card for the correct telephone number. Be sure to have the following information ready:

- Your ZIP code
- Seven-digit prescription number(s)
- Credit card number for payment

You can also sign up at

**www.caremark.com.**

**Q: How can I receive additional order forms?**

A: You can download them from **www.cdphp.com** or **www.caremark.com**. If you prefer, you may call the CDPHP member services department between 8 a.m. and 8 p.m. Monday through Friday at (518) 641-3950 or 1-888-248-6522. TTY/TDD callers may call (518) 641-4000 or 1-877-261-1164.

**Q: Can I use the mail service option if I have both the New York State EPIC plan and drug coverage through a CDPHP Medicare Choices plan?**

A: Yes, you can use the mail order option if you have EPIC. Please submit your orders using the Caremark order form to the Pittsburgh address noted on the front of this flyer. Caremark will work with CDPHP and EPIC to ensure your orders are paid for properly. As a reminder, EPIC will only reimburse expenses for prescription medications that are covered by your CDPHP Medicare Choices plan.

**Questions?**

If you are a member of a CDPHP Medicare Choices plan with Part D prescription drug coverage and you have questions about your specific order, call Caremark at the number listed on the back of your prescription drug ID card. If you have any questions regarding your benefits, call the CDPHP member services department at (518) 641-3950 or 1-888-248-6522 from 8 a.m. to 8 p.m. Monday through Friday. TTY/TDD callers may call (518) 641-4000 or 1-877-261-1164.

*Please note: References to “CDPHP” in this document refer to both **Capital District Physicians’ Health Plan, Inc. and CDPHP Universal Benefits,® Inc.** CDPHP Medicare Choices HMO and PPO plans are Medicare Advantage plans that contract with the federal government.*

**Capital District Physicians’ Health Plan, Inc.  
CDPHP Universal Benefits,® Inc.**

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