

Making the most of your prescription plan

Caremark Mail Service Pharmacy

Caremark's mail service pharmacies are staffed by registered pharmacists who perform the same safety checks as your local pharmacist, including a review of your prescription history. For help getting a prescription started through our mail service pharmacy, please log on to www.caremark.com or call the toll-free Customer Care number printed on your ID Card.

Once you've ordered a prescription through the mail service pharmacy, getting refills is even easier. For the fastest service, order refills online at www.caremark.com or call Customer Care. You can also log on to track your prescription orders, learn more about drug side effects and health conditions, find a local pharmacy, and explore ways to help you save money on the drugs your doctor has prescribed.

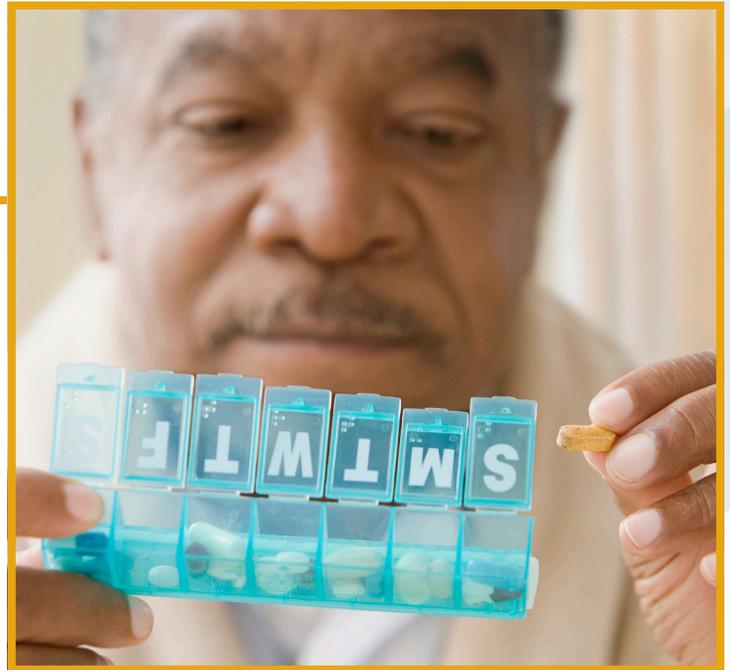
Specialty pharmacy

CVS Caremark offers home delivery of specialty drugs and supplies and provides personalized support to help individuals successfully manage their condition.

Visit www.caremark.com or call the toll-free Customer Care number on your member ID Card to learn more about our specialty pharmacy.

Save money with generic drugs

Using generic drugs is one of the best ways to lower your prescription costs. Generic medicines are approved by the U.S. Food and Drug Administration (FDA). FDA approval means that a generic medicine has the same safety, quality, strength and effectiveness as its brand-name equivalent.



Generics are available through your local pharmacy and through the Caremark Mail Service Pharmacy. Log on to www.caremark.com to compare pricing and coverage or explore ways to save, based on your plan. Ask your doctor if there is a generic available for your prescription or call Customer Care at the toll-free number printed on your ID Card.

Filling your prescription

- At your local pharmacy. Getting your prescription filled is easy. Just present your member ID Card and prescription to your pharmacist at your local participating retail pharmacy. Your card is accepted at most major pharmacy chains and many independent pharmacies.
- Through the mail service pharmacy. If your doctor has prescribed a drug for you to take for a long time, you may be able to have a 90-day supply (may vary by plan) delivered to your home or location of choice from our mail service pharmacy. This option may save you money on your prescriptions as well as save you a trip to your local pharmacy. With Caremark Mail Service, regular delivery is at no additional cost.

When it's time to get a refill, for the fastest service you can order online or by phone anytime, day or night.

Get answers to your prescription drug questions

Log on to www.caremark.com to view your prescription history, check order status, check interactions or ask a pharmacist a question. Our Customer Care representatives are also available seven days a week to answer questions about your prescription order.

CVS Caremark will help:

- Fill your prescriptions:
 - Through our network of more than 65,000 retail pharmacies.
 - By delivering your long-term prescriptions directly to you through the Caremark Mail Service Pharmacy.
- Support your safety and health:
 - By filling your mail service prescriptions accurately.
 - By making sure that the medicines you receive are high quality, safe and what your doctor prescribed.
 - By reviewing every prescription we fill to identify and prevent any potential problems including unintended drug interactions.

Your prescription for a healthier you.

At www.caremark.com, you'll find tools to help you save money and make the best decisions about your healthcare. Log on today so you can:

- Order the fastest refills.
- Check your benefits coverage.
- Check drug costs.
- View prescription history.
- Find a participating local pharmacy.
- Receive alerts and e-newsletters.
- Contact a pharmacist.
- Find health information.

To get started, register today at www.caremark.com. Be sure you have your member ID Card with you when you register.



- Save you money:
 - By encouraging the use of medically appropriate generic and lower-cost brand drugs.
 - By filling your long-term prescriptions through the Caremark Mail Service Pharmacy.
 - By consulting your doctor when a lower-cost alternative may be appropriate for your prescription.
- Protect your privacy
 - CVS Caremark employees follow detailed ethical standards and a comprehensive Code of Conduct regarding your personal health information.
 - Our pharmacists follow a professional Code of Ethics.

Have questions? Log on to www.caremark.com or call the toll-free Customer Care number listed on your member ID Card.



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