



[Date]

[Plan Member Name]

[Street Address]

[City, State Zip]

Dear [Plan Member Name]:

Welcome to your new prescription benefit program. Starting **May 1, 2012**, we will be working with Hawaii Employer-Union Health Benefits Trust Fund (EUTF) to administer the prescription benefit portion of your health plan.

Your prescription plan offers two ways to get your medication:

- **Retail network (short-term medications)**
Use a retail pharmacy which participates in the CVS Caremark Retail Pharmacy Network when filling short-term prescriptions for medications such as antibiotics. Our network includes more than 64,000 pharmacies nationwide, including chain pharmacies, 20,000 independent pharmacies and 7,100 CVS/pharmacy stores, including Longs Drugs.
- **Mail service pharmacy (long-term medications)**
Use CVS Caremark Mail Service Pharmacy to fill your long-term prescriptions. Mail service is a cost-effective choice for long-term medications because you can get up to a 90-day supply for less than what you would pay for the same supply at retail.

Here are some additional services we offer: (Specific information regarding these services will be included in your **Member Welcome Kit** that will be mailed to you in April.)

- **FastStart[®]** offers easy ways to get started with mail service. With FastStart, you can register for mail service online, by mail, by phone or by your doctor calling.
- **CVS Caremark Specialty Pharmacy** is designed for individuals with rare, complex or genetic conditions. Our specialty pharmacy offers convenient delivery of specialty medications, personalized service and educational support for your specific treatment. It also offers 24-hour access to a clinical pharmacist for any questions that may come up.*
- **Specialty Guideline Management (SGM)** promotes the appropriate use of biotech/specialty medications and monitors patient safety.*

(over)

The 20 percent discount is restricted to items purchased for the health care of cardholder, spouse or dependents. Excludes prescriptions, alcohol, tobacco, lottery, postage stamps, gift cards, money orders, pre-paid cards and photo finishing, and are not valid on other items reimbursed by a governmental program. The FSA summary of your receipt includes the items (and tax) that may be eligible for reimbursement from your FSA/HRA/HSA plan. Plan restrictions may apply. Check with your plan administrator for more details.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

5282-24974a 032912

TTY: 1-866-624-1406



- **Maintenance Choice**[®] lets you choose how to get 90-day supplies of your maintenance medications: through mail service or at a CVS/pharmacy store, including Longs Drugs.*
- **Step therapy** encourages you to choose a generic medication before a non-preferred brand to help lower your out-of-pocket prescription costs.
- **ExtraCare**[®] **Health Card** provides you and your family with a 20 percent discount on CVS Brand health-related products, from cough and cold medication to pain and allergy relief. Your card and additional information will be mailed to your home.
- **After May 1, 2012, www.caremark.com** will be an easy way to make the most of your prescription benefits. Before that, visit **www.caremark.com/eutf** for additional CVS Caremark information and resources.

***Maintenance Choice and the specialty pharmacy programs do not apply to members covered by the HMSA HMO medical plan or the HSTA VB plans for active employees or non-Medicare retirees. Standard plan mail service provisions apply. Specialty pharmacy is covered under the HMSA medical plan.**

We will mail you a Welcome Kit that includes more information about your new prescription benefit plan and will include your prescription ID card. Please do not discard this envelope.

Questions? After April 1, 2012, call us toll-free 8 a.m. to 5 p.m. (HST) at **1-855-801-8263** or visit **www.caremark.com/eutf** for additional CVS Caremark information and resources.

We look forward to helping you better manage your health.

Sincerely,

Your Customer Care Team
CVS Caremark

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