



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 plans.

Below are some frequently asked questions that will provide you with valuable information.

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## **Maintenance Choice**<sup>®</sup>

### **What is Maintenance Choice?**

Maintenance Choice is a program that lets you choose how to get 90-day supplies of your maintenance medications: through the CVS Caremark on-island mail service or by picking up the medication at a local Longs Drugs. The same mail service copayment is charged whether you have your prescription filled by mail or at a local Longs Drugs.

Maintenance Choice and the Specialty Pharmacy program (described below) do not apply to HMO and HSTA VB plans. However, HMO and HSTA VB members do have access to standard plan mail service through the CVS Caremark on-island mail service pharmacy, an Oahu-based facility that fills mail service prescriptions. The only difference is that mail service prescriptions cannot be picked up at Longs Drugs for the mail service copayment. Also, Specialty Pharmacy is covered under the HMSA medical plan, for HMO and HSTA VB plans.

### **Why should I use CVS Caremark on-island mail service pharmacy or a Longs Drugs for my long-term prescriptions?**

Maintenance Choice helps you save money on your long-term prescriptions. Based on your benefit plan, after a limited number of 30-day fills, you will save money when you choose to order 90-day supplies at either CVS Caremark on-island mail service pharmacy or a Longs Drugs.

### **Where should I fill my 90-day supply of long-term medication?**

You can get a 90-day supply of your long-term medication through CVS Caremark on-island mail service pharmacy or at a Longs Drugs for the same low copay. Based on your benefit plan, Longs Drugs locations are the only retail pharmacies where a 90-day supply will be covered.

### **How long does it take for my prescription to arrive by mail?**

Your prescription order will be processed and mailed in 2 – 5 days from the day we receive your order. For long-term prescriptions filled at Longs Drugs, standard retail fill times will apply.

### **How do I check the status of my CVS Caremark on-island mail service pharmacy order?**

**After May 1, 2012**, you can check the status of your mail service order at [www.caremark.com](http://www.caremark.com) or call toll-free **1-855-801-8263**.

### **How should I ask my doctor to write my prescription to receive the maximum benefit?**

For long-term medication, ask your doctor to write a prescription for a 90-day supply plus up to three refills (when clinically appropriate). The pharmacy must fill your prescription for the exact quantity that your doctor prescribes, up to your plan design limit.

If you need to take your long-term medication right away, ask your doctor for two prescriptions:

- The **first** for up to a 30-day supply to be filled right away at any retail pharmacy in the CVS Caremark Pharmacy Network
- The **second** for a 90-day supply with as many as three refills (if appropriate) to be filled through CVS Caremark on-island mail service pharmacy or a Longs Drugs. Have your doctor call or fax the prescription to the pharmacy, or ask for the original so you may mail it to CVS Caremark or take it to a Longs Drugs

### **How do I fill my long-term prescription at a Longs Drugs (for Maintenance Choice plans)?**

Just bring your long-term prescription to a Longs Drugs of your choice. You can receive a 90-day supply for the same mail service copay.

### **What are long-term or maintenance medicines?**

Long-term or maintenance medicines, which are usually for a 90-day supply, are taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes or high cholesterol. You may save time and money by filling your maintenance medicine through CVS Caremark on-island mail service pharmacy.

### **What are immediate or short-term medicines?**

Immediate or short-term medicines are used for conditions that need to be treated right away (e.g., coughs, colds, flu and infections), which usually have a 30-day supply limit. Fill these types of prescriptions at a participating retail network pharmacy.

### **Are birth control pills considered long-term medications?**

Yes, birth control pills are considered long-term medications.

### **Using a Pharmacy in the CVS Caremark Pharmacy Network for Short-Term Medications**

#### **When should I use a pharmacy in the CVS Caremark Pharmacy Network instead of the CVS Caremark on-island mail service pharmacy?**

You should use a pharmacy in the CVS Caremark Pharmacy Network for your immediate and short-term medication needs, generally those you take for 30 days or less, or for the first fill of a long-term medication that is new for you.

#### **How do I find a pharmacy in the CVS Caremark Pharmacy Network?**

To find a network pharmacy near you, use the “Find a Local Pharmacy” tool on **Caremark.com after May 1 2012**. You can also call Customer Care toll-free at **1-855-801-8263 after May 1, 2012**. Representatives are available to help you 24 hours a day, 7 days a week.

#### **Are there pharmacies other than Longs Drugs in the CVS Caremark Pharmacy Network?**

Yes. The CVS Caremark Pharmacy Network includes more than 200 pharmacies in Hawaii and more than 65,000 pharmacies nationwide. The network includes Longs Drugs, Walgreens, Wal-Mart, Time and Safeway.

**How do I transfer my prescription from a non-participating retail pharmacy (i.e., not in the CVS Caremark Pharmacy Network) to a participating retail pharmacy (i.e., in the CVS Caremark Pharmacy Network)?**

First, find a participating retail pharmacy by clicking on “Find a Local Pharmacy” at **Caremark.com** or by calling a Customer Care Representative toll-free at **1-855-801-8263 after May 1, 2012**. Next, go to a participating retail pharmacy and tell the pharmacist where your prescription is currently on file. The pharmacist will contact the pharmacy and transfer the prescription for you.

**Can I fill my prescription at a non-participating retail pharmacy?**

If the pharmacy is not in the retail network, you will need to pay the full cost of the prescription. You may then submit a paper claim form, along with the original prescription receipt(s), for claims on or **after May 1, 2012** to CVS Caremark for reimbursement. If you do not have a claim form, you can find one at **Caremark.com**.

**The CVS Caremark Drug List**

**What is a drug list?**

A drug list is a list of preferred prescription medications that have been chosen because of their clinical effectiveness and safety. This list is typically updated every three months. It promotes the use of preferred brand-name and generic medications whenever possible. Generic medications are therapeutically equivalent to brand-name medications and must be approved by the U.S. Food and Drug Administration (FDA) for safety and effectiveness. Generic medications also cost much less than brand-name medications.

**Where can I get a copy of the drug list?**

**After May 1, 2012**, you can find the drug list online at **Caremark.com** or by calling toll-free **1-855-801-8263**. To save money, have your doctor prescribe a generic or preferred brand-name medication from the CVS Caremark Drug List. You may want to take it with you when you visit your doctor for a prescription.

**Why should I ask for a generic medicine?**

If a generic medicine is available for a prescribed brand-name medicine, choosing a generic is one of the best ways to save money. A generic medicine is one that has been approved by the FDA. FDA approval means that a generic medicine has the same quality, strength and effectiveness as its brand-name equivalent, even though a generic medicine may be a different shape or color than the brand medicine.

**About My Medication**

**Why did my medication change?**

If there is a less-expensive alternative to a medication you have been prescribed, we may contact your doctor and ask whether it would be appropriate to change to another medication. In most cases, the alternatives are generic equivalents or brand-name medications included on the CVS Caremark Drug List. This may result in your doctor prescribing a different brand-name product or a generic in place of your original

prescription. It is our policy never to make such a substitution without your doctor's approval.

### **What if I don't want my medication changed?**

If you do not want your medication changed from a brand-name to an alternative within the same drug class (either a generic or a preferred brand-name product), ask your doctor to do the following:

- Check the "Dispense as Written" (DAW) box on the prescription form
- Write "Do Not Substitute" on the prescription form
- Put a note in your chart to remind your doctor not to authorize any changes to the medication

Please note: you will be charged the generic or brand-name copay, plus the difference in cost between the requested drug and the preferred alternative.

## **Specialty Pharmacy**

### **What are specialty medications**

Specialty medications are used to manage long-term (chronic), rare and complex conditions or genetic disorders. These disorders include cancer, multiple sclerosis, growth hormone disorders, immune deficiencies and more. The medications are often injectable or intravenously (IV) infused, but may also be in oral or inhaled form. These medications typically have special storage and handling needs, and cost more than other drugs because of the way the drugs are made. CVS Caremark provides special support for these patients, including 24-hour access to pharmacy services and emergency pharmacist consultation, as well as ongoing support and counseling. Learn more about CVS Caremark Specialty Pharmacy at [www.CVSCaremarkSpecialtyRx.com](http://www.CVSCaremarkSpecialtyRx.com).

Coverage for Specialty medications is provided by the HMSA medical plan for HMO and HSTA VB plans.

## **About My Plan Benefits**

### **What is a copayment, copay or coinsurance?**

Copayment, copay or coinsurance is the amount you have to pay for your prescription, according to your plan, with the balance, if any, paid by a Plan.

### **Can I get more prescription ID cards?**

**After May 1, 2012**, you can get more prescription ID cards by calling toll-free **1-855-801-8263** or by visiting **Caremark.com** to print out more cards.

### **What if I have more questions?**

Call us toll-free at **1-855-801-8263**. Customer Care is available for general questions starting **April 1, 2012, Monday – Friday, 8 a.m. – 5 p.m., HT. Beginning May 1, 2012, on-island Customer Care will be available 24 hours a day, seven days a week. You may also visit Caremark.com starting May 1, 2012.** We look forward to helping you better manage your health.