

CVS Caremark[®]
Mail Service Pharmacy

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Rx Delivery by Mail



Rx Delivery by Mail is a safe and convenient way to get the medications you take regularly (like high blood pressure or diabetes medication). Because we deliver in 100-day supplies, you'll need a new prescription from your doctor. The easiest way is to ask your doctor to send a 100-day prescription to CVS Caremark Mail Service Pharmacy.

Convenience

CVS Caremark Mail Service Pharmacy can deliver 100-day supplies of medications you take regularly to your door. For even more convenience, start automatic refills, too. We alert you 10 days before a refill in case you need to change the delivery date or location.* When refilling your existing prescriptions we'll ask for your permission before mailing.

Safety

Contactless delivery keeps you and your loved ones safe. Secure, nondescript packaging protects your privacy. Plus, we'll send status alerts by email, phone or text – so there's less to worry about.*

Questions? We're here to help.

Call us at 1-888-832-6168 for PPO members, or 1-800-323-3098 for HMO members with any questions.

Four ways to get started:

1. Ask your doctor to send an electronic prescription to CVS Caremark Mail Service Pharmacy. We will process and ship your order in 7 to 10 business days.
2. Sign in to **Caremark.com** and select *Start Rx Delivery by Mail* and we will contact your doctor and get the process started for you.

Note: You cannot access *Start Rx Delivery by Mail* from the CVS Caremark app. You may access this service from a web or mobile browser.

3. Fill out a mail service request form and mail it with your 100-day prescription.
4. Call **PPO: 1-888-832-6168**
HMO: 1-800-323-3098 for live help from a Customer Care representative (TTY: 711).

Frequently Asked Questions (FAQs)

What is the benefit of a Caremark.com account?

A Caremark.com account provides you with convenient, 24/7 access to manage your prescriptions:

- Order prescription refills
- Enroll prescriptions in *automatic renew and refill*
- Check the status of an order, and much more

Your Caremark.com account preferences will stay in effect as long as you remain a member of your current plan and have filled prescriptions through CVS Caremark Mail Service Pharmacy within the last 12 months.

Can I set up automatic refills?

To set up automatic refills and renewals, sign in to your Caremark.com account and select Manage Automatic Refills under the Prescriptions menu. You'll need to choose which medications you'd like automatically refilled, set up a payment method and choose how you'd like to receive messages about refills (text, automated phone call or email). CVS Caremark Mail Service Pharmacy may contact you for permission to ship your medication the first time.

When will I be charged for my medication?

We will charge your payment method on file after the prescription order has shipped.

What if CVS Caremark Mail Service Pharmacy is unable to reach my doctor for a renewal?

We will contact you via your preferred communication channel, alert you to the problem and ask you to contact your doctor.

My doctor gave me my prescriptions on paper. How do I submit them to the mail pharmacy?

Members should visit <https://www.wellmark.com/medicare/advantage/resources>. Once you've reached the website, scroll down to the Member pharmacy resources header, and on the third bullet down click on the Mail order drug form PDF link. Print and mail the completed Mail Service Order Form along with the written prescription(s) from your doctor.

How do I cancel a single shipment?

Please contact CVS Caremark Prescription Services for Wellmark Advantage Health Plans at PPO: 1-888-832-6168, HMO: 1-800-323-3098 (TTY: 711), 24 hours a day, 7 days a week.

Can I postpone a single shipment or have it sent to a different address?

Yes. Orders can be held and released for shipment on a date you specify. Additionally, you may have prescriptions shipped to an alternate address, either once or for a specific time period, e.g., different address for winter months, extended vacation visiting family, etc.) Please contact CVS Caremark Prescription Services for Wellmark Advantage Health Plans at PPO: 1-888-832-6168, HMO: 1-800-323-3098 (TTY: 711), 24 hours a day, 7 days a week, for assistance with both.

**Don't see your question answered?
Visit [Caremark.com](https://www.caremark.com) for more information.**

*You must sign up for communications preferences (mobile number or email) to receive refill reminder alerts.

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary.

Other pharmacies are available in our network.

Wellmark Advantage Health Plan is a PPO or HMO plan with a Medicare contract. Enrollment in Wellmark Advantage Health Plan depends on contract renewal. Benefits vary by plan. Not all plans or products are available in all counties. Wellmark Advantage Health Plan, Inc. is an independent licensee of the Blue Cross and Blue Shield Association.

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