



## Frequently Asked Questions

### CareFirst CVS/Caremark Prescription Drugs

#### 1. Do I have to go to a CVS pharmacy to have my prescription drugs filled?

You do not have to go to a CVS Pharmacy to have your retail (34 day supply) prescriptions filled. You can use Giant, Rite Aid, Walgreens, or any participating CVS pharmacy. A complete listing of participating pharmacy is available at [www.carefirst.com/acps](http://www.carefirst.com/acps).

Your mail order (90 day supply) drugs may be filled at either a CVS retail pharmacy or CVS mail order pharmacy.

If you take specialty medications, you must have them filled through CVS's specialty pharmacy or OncoSource (another CVS contracted pharmacy).

#### 2. I am enrolled in United Healthcare (UHC) POS plan, can I use my UHC ID card for prescription drugs?

As a United Healthcare member, you are automatically enrolled in the prescription drug plan administered by CareFirst CVS/Caremark. You have two ID cards: a United Healthcare ID card for medical coverage and a CareFirst CVS/Caremark ID card for your prescription drugs coverage.

#### 3. How do I know if my drug is covered? And how much do I have to pay?

You will find a Preferred Drug list that you can use to check if for your prescription medication is covered by:

- Go online to the ACPS web site at [www.acps.k12.va.us/hr/benefits](http://www.acps.k12.va.us/hr/benefits) and review the Preferred Rx List; or
- Call customer service at 800-241-3371; or
- Go through My Account via [www.carefirst.com/acps](http://www.carefirst.com/acps).

The cost of your drug depends on the tier it falls under. There are three tiers, each with its own copay: Generic, Preferred, and Non-preferred. The Generic tier will be most cost effective while the Non-preferred tier is the least. Please refer to the benefit summary for the copays that correspond to each tier available on ACPS web site [www.acps.k12.va.us/hr/benefits](http://www.acps.k12.va.us/hr/benefits).

**4. I am on a maintenance drug, do I need to do anything to have my drugs continued to be delivered to me at home?**

You may continue to have your prescription drugs delivered to you at your home address by completing a mail order form available online at [www.carefirst/acps](http://www.carefirst/acps).

You also have the option to have your maintenance drug (90 day supply) filled at a CVS pharmacy. So make sure to contact your provider to have them write a new prescription, and remember to show your CareFirst CVS/Caremark ID card to the pharmacist when you go to pick up your medications.

**5. How do I get the 20% discount on CVS-brand over the counter products?**

CVS Caremark offers an Extra Care Health Card that will automatically be sent to you as a participant of the United Healthcare plan. This card can be used to receive rewards on CVS merchandise including a 20% discount on over-the-counter (OTC) CVS branded products.