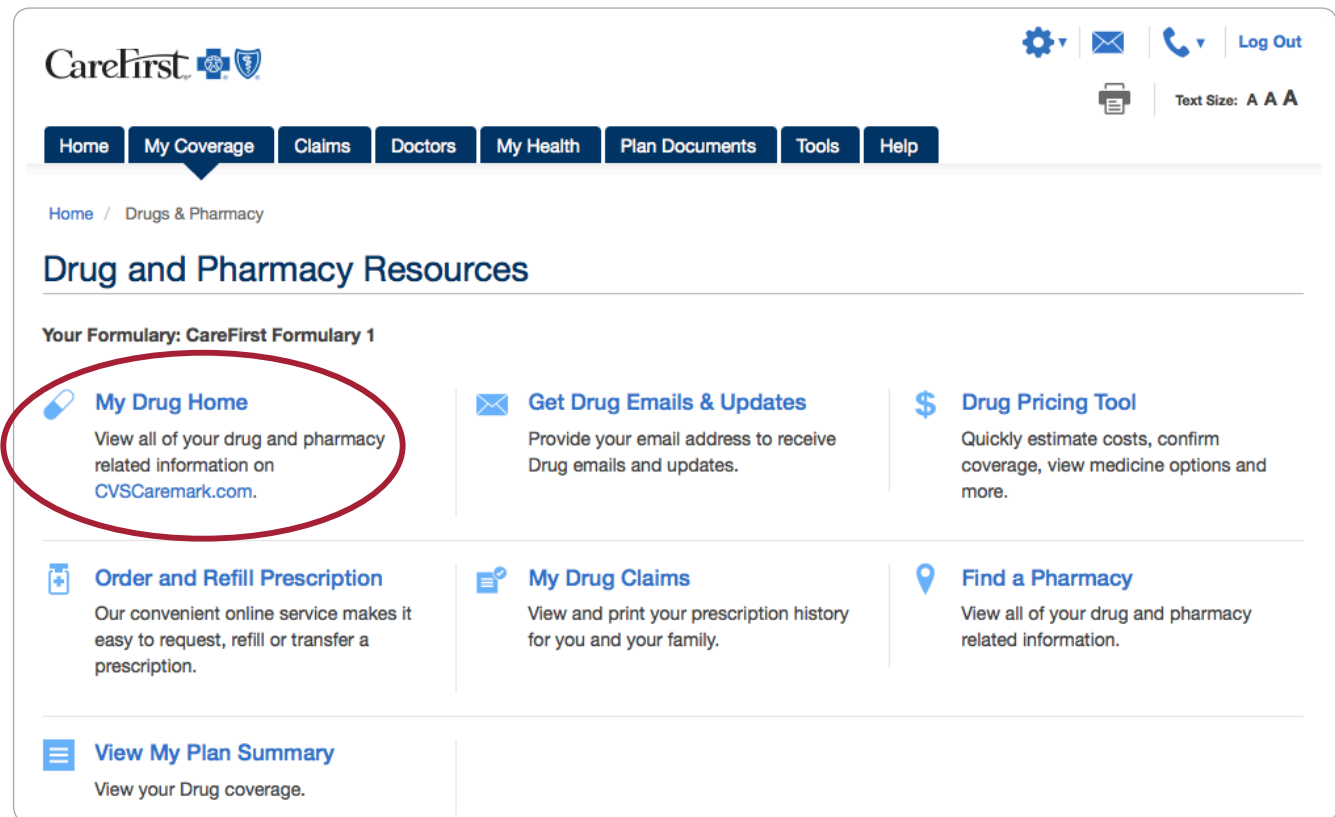


Access Your Family's Pharmacy Information

We've made it easier to access your own, and your family's, pharmacy information online. Each dependent (age 12 years or older)*, spouse or partner will need to grant access to the policyholder in order for you to view their pharmacy benefit information. To get started, you and your dependent must each register or log in to *My Account* at www.carefirst.com/myaccount.

Step 1: (Dependent)

Once you've logged in to *My Account*, go to *My Coverage*, select *Drug & Pharmacy Resources* and then *My Drug Home*.



The screenshot shows the CareFirst website interface. At the top, there is a navigation bar with the CareFirst logo on the left and utility icons (gear, envelope, phone, Log Out) on the right. Below the navigation bar is a menu with options: Home, My Coverage, Claims, Doctors, My Health, Plan Documents, Tools, and Help. The 'My Coverage' option is selected. The main content area is titled 'Drug and Pharmacy Resources' and includes a breadcrumb 'Home / Drugs & Pharmacy'. Below this, it says 'Your Formulary: CareFirst Formulary 1'. There are seven resource cards arranged in a grid:

- My Drug Home** (circled in red): View all of your drug and pharmacy related information on CVSCaremark.com.
- Get Drug Emails & Updates**: Provide your email address to receive Drug emails and updates.
- Drug Pricing Tool**: Quickly estimate costs, confirm coverage, view medicine options and more.
- Order and Refill Prescription**: Our convenient online service makes it easy to request, refill or transfer a prescription.
- My Drug Claims**: View and print your prescription history for you and your family.
- Find a Pharmacy**: View all of your drug and pharmacy related information.
- View My Plan Summary**: View your Drug coverage.

*Granting access through the Family Access feature is not necessary to view pharmacy information for dependents under age 12.

(continued)

Step 2: (Dependent)

Click on *My Account*, and select *Family Access*.

The screenshot shows the CVS Caremark website interface. At the top, the navigation bar includes links for "About Us", "Contact Us", "Español", "Change text size" (with three 'A' icons), "My Cart", "My Messages", "My Account" (circled in red), and "Sign Out". The "CareFirst" and "CVS/caremark" logos are on the left. Below the navigation bar is a "Welcome" section with a search bar and a row of service tiles: "Home", "Order Prescriptions", "Understand My Plan & Benefits", "Find Savings & Opportunities", "Learn About Medications", and "Ask a Pharmacist". A breadcrumb trail shows "Home » My Account".

The main content area is titled "My Account" and features a message: "CVS Caremark wants to make sure you receive quality service when managing your prescriptions. Please, be sure to keep your account settings and details up-to-date." Below this message are several sections:

- Left Sidebar:** A list of links: "Set My Notifications", "My Billing Information", "My Shipping Information", "My Contact Information", and "Family Access" (circled in red). Below these links is a "Mailbox: Secure Message Center" with an envelope icon.
- Right Column:** A vertical list of services: "Mail Service Account Balance and Payment" (with a dollar sign icon), "Make a Reimbursement Claim" (with a dollar sign icon), "Forms for Print" (with a printer icon), and "My Account FAQs" (with a question mark icon).
- Bottom Right:** A "I Want To..." section with a list of actions: "Refill a Prescription", "Request a Prescription from My Doctor", "Look Up a Medicine", "Check Drug Coverage and Cost", and "Check for Possible Interactions". Below this is a "Contact Us" section with "Contact Customer Care", "Ask-a-Pharmacist", and "Site Feedback" options.

(continued)

Step 3: (Dependent)

Once on the Family Access page, you will need to:

- Read through the authorization agreement.
- Select the level access you want your family member(s) to have and acknowledge your understanding and agreement with the terms on this page by clicking *Save*.

NOTE: you can indicate whether you want to grant access to one or more of the following options:

- View my orders
- Order and transfer my refills
- View my prescription history
- Request a new prescription

CareFirst About Us | Contact Us | Español | Change text size: A A A

My Cart My Messages My Account Sign Out

Welcome Search

Home Order Prescriptions Understand My Plan & Benefits Find Savings & Opportunities Learn About Medications Ask a Pharmacist

Home > My Account > Family Access

My Account

Family Access

Mailbox: Secure Message Center

Mail Service Account Balance and Payment

Make a Reimbursement Claim

Forms for Print

My Account FAQs

Family Access

You can give other family members covered under your prescription benefit plan permission to access your account information, including the ability to order refills for you and to check your order status. To do so, follow these steps:

STEP 1. Read the authorization and check the [applicable] box(es) to indicate your understanding and agreement:

- I authorize CVS/caremark™ to allow access to my prescription drug plan account information to the family member(s) indicated.
- I understand that this authorization is voluntary and is initiated at my request.
- I understand that my treatment, payment, enrollment or eligibility of benefits does not depend on whether I complete this authorization.
- I understand that this authorization will expire one year after the date I sign it as indicated below unless I elect to revoke it sooner by changing the permissions on the CVS/caremark website as directed in Step 2. I further understand that this revocation will not be effective for information that my health plan has already used or disclosed, relying on this authorization.
- I understand that the information disclosed based on this authorization may no longer be protected by federal privacy laws and may be re-disclosed by my family member(s) to whom I grant access.

I Want To...

- Refill a Prescription >
- Request a Prescription from My Doctor >
- Look Up a Medicine >
- Check Drug Coverage and Cost >
- Check for Possible Interactions >

Contact Us

- Contact Customer Care >
- Ask-a-Pharmacist >
- Site Feedback >

(continued)

Step 4: (Dependent)

Once these steps are complete, you will see a confirmation message.

The screenshot displays the CVS/Caremark website interface. At the top, the CareFirst and CVS/Caremark logos are visible, along with navigation links for 'About Us', 'Contact Us', 'Español', and 'Change text size: A A A'. Utility links include 'My Cart', 'My Messages', 'My Account', and 'Sign Out'. A 'Welcome' banner features a search bar and navigation buttons for 'Home', 'Order Prescriptions', 'Understand My Plan & Benefits', 'Find Savings & Opportunities', 'Learn About Medications', and 'Ask a Pharmacist'. The breadcrumb trail reads 'Home > My Account > Family Access'. The main content area is titled 'Family Access' and displays a confirmation message: 'Add Family Members Confirmation. Your account changes have been submitted successfully.' A red 'Continue' button is positioned to the right of the message. On the left, a sidebar menu lists options such as 'Mailbox: Secure Message Center', 'Mail Service Account Balance and Payment', 'Make a Reimbursement Claim', 'Forms for Print', and 'My Account FAQs'. On the right, a 'I Want To...' section offers quick actions: 'Refill a Prescription', 'Request a Prescription from My Doctor', 'Look Up a Medicine', 'Check Drug Coverage and Cost', and 'Check for Possible Interactions'. Below this is a 'Contact Us' section with links for 'Contact Customer Care', 'Ask-a-Pharmacist', and 'Site Feedback'.

(continued)

Step 5: (Policyholder)

The policyholder is now able to view claims and manage their dependent's account, based on the *Family Access* granted. Simply register or log in to *My Account* at www.carefirst.com/myaccount and click on the *View Claims* link.

The screenshot shows the CareFirst My Account website interface. At the top, there is a navigation bar with the CareFirst logo on the left and utility icons (gear, mail, phone, Log Out) on the right. Below the navigation bar is a menu with tabs: Home, My Coverage, Claims, Doctors, My Health, Plan Documents, Tools, and Help. The 'Claims' tab is selected, and a dropdown menu is visible with two options: 'View Claims' and 'Deductible/Out-of-Pocket'. The 'View Claims' option is circled in red. Below the navigation, the user is greeted with 'Welcome Jane' and 'Maryland Private Exchange'. The main content area is divided into two sections. The left section is titled 'Medical Plan Summary' and contains the following information: Plan Type: BlueChoice CDH, Group Number: 99L9, Metal Level: Bronze, Member ID: 999999999, Start Date: February 1, 2015, Subscriber Name: JANE DOE, and PCP: JOHN DOE. To the right of this information are four links: Pay My Bill Online, Covered Members, ID Cards, and My Benefits. The right section is titled 'Quick Links' and contains a list of links: Pay My Bill Online, View Payment Options, View Benefits, Select/Change PCP, Health Assessment and Online Coaching, View/Order ID Cards, Drug Pricing Tool, Summary of Benefits & Coverage, and Find A Doctor. At the bottom of the page, there is a 'Deductible' and 'Out-Of-Pocket' section. Both sections show 'In Network' status and a remaining amount of \$11,895.21. Below each section is a progress bar and a note: 'Met: \$104.79 out of \$12,000.00'. A 'View More' link is located at the bottom right of this section. A small image of a smiling woman is visible in the bottom right corner of the page.

With this new *Family Access* feature, you can also manage your spouse's, partner's or dependents' prescriptions online through our Mail Service Pharmacy. Simply click on the *Order Prescriptions* tab to request a new prescription, refill a prescription, manage automatic refills and renewals and more.