



Frequently Asked Questions Transition to CVS Caremark

Q. Why is SAMBA changing from Express Scripts (formerly Medco) to CVS Caremark?

A. The contract with Express Scripts will expire on December 31, 2012. Consequently, this past spring SAMBA issued a Request for Proposals (RFP) to identify a pharmacy benefit manager (PBM) that could offer access to an extensive retail pharmacy network, top quality mail order and specialty pharmacy services, superior customer service, and all at a highly competitive price. A three year contract was awarded to CVS Caremark because it offered the strongest proposal at the most competitive price.

Q. What can you tell me about CVS Caremark?

A. CVS Caremark is one of the largest pharmacy health care provider in the United States. CVS Caremark is a market leader in mail order, retail, and specialty pharmacy services. Today, more than 64,000 retail pharmacies, including more than 7,400 CVS retail stores, participate in the CVS Caremark retail network. Over 1 billion prescriptions are filled or managed annually by CVS Caremark.

Q. Will my pharmacy copayments change next year?

A. No. There is no change in prescription benefits (i.e., copayments, and out-of-pocket limits). However, some members may see a slight difference in cost if a particular drug is not on the CVS Caremark "preferred" list. Some drugs that were "preferred" by Express Scripts may be "non-preferred" by CVS Caremark, and vice versa. Visit www.caremark.com/samba for a complete listing of all CVS Caremark "preferred" drugs.

Q. Will I receive a new prescription drug card?

A. Yes. New Identification (ID) Cards will be issued to all members (and their dependents) in mid-December, 2012. The new ID cards will display the SAMBA and CVS Caremark logos and will serve as both your medical and pharmacy ID card. The new ID cards will be mailed from CVS Caremark – watch your mail. Do not attempt to use your new SAMBA ID card at retail pharmacies until January 1, 2013.

Q. What should I do if I don't receive the new ID card?

A. If you have not received your new SAMBA ID card by December 31st, you should call SAMBA at 800-638-6589. We will mail a replacement card as soon as possible. Also, you can print a temporary CVS Caremark ID card online that will be accepted at all retail pharmacies in the CVS Caremark network. Just log onto your account at www.caremark.com, click on "My Account" and select "Print My Prescription Benefit Card."

Q. How long will Express Scripts continue to fill mail order prescriptions?

A. Express Scripts will be responsible for filling new and refill mail order prescriptions until December 31, 2012. Any prescriptions received by Express Scripts after this date will be automatically forwarded to CVS Caremark for processing.

Q. How long will my prescription history be available on the Express Scripts web site?

A. After December 31, 2012, you will no longer be able to log onto your Express Scripts account. Express Scripts will transfer your 2012 prescription history to CVS Caremark.

Q. What if I still have refills left on my prescriptions?

A. After January 1, 2013, Express Scripts will automatically transfer all open refills (except controlled substances and compounded medications) to CVS Caremark. You will be able to call CVS Caremark at 855-566-8395 or visit www.caremark.com to log onto your account and request a refill.

Q. Will refills for controlled substances and compound medications be transferred to CVS Caremark?

A. No. Open refills for controlled substances (such as, Oxycodone, Fentanyl, and Vicodin) and compound medications cannot be transferred. You will need to get a new prescription from your doctor for these types of medications.

Q. Will prior authorizations be transferred to CVS Caremark?

A. Yes. After January 1, 2013, Express Scripts will automatically transfer all existing prior authorizations (PA) to CVS Caremark. PA's transferred to CVS Caremark will expire on the date set by Express Scripts or December 31, 2013, whichever date occurs first.

Q. Will I receive any additional information about how to obtain prescriptions in 2013?

A. Yes. In mid-December, CVS Caremark will mail a Welcome Package to all SAMBA members. The Welcome Package will include:

- Your new SAMBA medical/pharmacy ID card displaying the CVS Caremark logo;
- Information about CVS Caremark services; and,
- CVS Caremark mail order prescription forms for new mail order prescriptions.

Q. Am I required to go to a CVS retail store to fill my prescriptions?

A. No. You are not required to fill your prescriptions at a CVS retail store. You will have access to a nationwide network of over 64,000 participating CVS Caremark retail pharmacies that includes CVS retail stores. For a listing of CVS participating retail pharmacies near you, visit www.caremark.com/samba.

Q. Does my current retail pharmacy participate in the CVS Caremark retail network?

A. SAMBA contracted with CVS Caremark to offer their largest retail network. Participating retail pharmacies include leading chains, such as Walgreens, Giant, Wal-Mart, Safeway and others. Most likely, your local pharmacy is a participant in the extensive CVS Caremark network. You can call Caremark at (855) 566-8395, or you can visit www.caremark.com/samba to locate a participating retail pharmacy near you.

Q. What is the Maintenance Choice Program?

A. The Maintenance Choice Program, available through CVS Caremark, will allow you to purchase your maintenance medications (up to a 90-day supply) at any CVS retail store and pay the 90-day mail order copayment. You can save money on your long term maintenance medication purchases, while enjoying same-day prescription availability.

Q. Can a CVS Caremark mail order prescription be filled at a CVS retail store?

A. Yes. There are a number of ways to have your prescription transferred from CVS Caremark mail order to a CVS retail store. First, you can contact CVS Caremark customer care at 1-855-566-8395 and request that your prescription be transferred to your local CVS Pharmacy store. Secondly, you can initiate a transfer by logging into your account at www.caremark.com. Lastly, you can work directly with the pharmacist at your local CVS Pharmacy store to initiate the transfer of your prescription. You must wait until on or after January 1, to initiate this process.