

# Improving Your Total Health Care Experience

## Your TAC HEBP prescription benefit, administered by CVS Caremark

CVS Caremark administers the prescription benefit portion of your TAC HEBP plan. Your prescription benefit is designed to bring you quality pharmacy care, safety, convenience and cost savings. It can also help you get **easy access to pharmacies across the country**, a **convenient mail service option**, plus **online benefit tools** that can help you stay in control of your health.

At CVS Caremark, we put your care first. We work with doctors to ensure that our plan participants receive the best possible pharmacy care following current industry and clinical guidelines.

## At your local prescription pharmacy

Getting your prescriptions filled is easy. Simply present your benefit ID card and prescription to your pharmacist. Your card is accepted at most major drug chain pharmacies, as well as many independent pharmacies.

## The mail service pharmacy — 3 for 2!

Your TAC HEBP plan offers you the opportunity of having your long-term **maintenance prescriptions delivered to the location of your choice** from one of our state-of-the-art mail service pharmacies.

- Receive a 90-day prescription for only twice your retail copay (three months for the price of two), and shipping is free
- Because we emphasize care and quality, our mail service pharmacies are staffed with registered pharmacists who personally inspect prescriptions
- Register with Caremark.com for convenient online refills and order tracking

It's easy. Caremark.com provides all the information you need to get started. Just log in to [www.caremark.com](http://www.caremark.com) and begin.

Please allow approximately 10 business days from the day you submit your order for delivery of your medicine.

## To save money on your prescriptions, ask for generics

Your TAC HEBP plan is designed to automatically fill your prescription with a generic when available and if approved by your doctor. By using generics, you pay the lowest copay. And remember, you're not sacrificing safety or quality.

- Ask your doctor to prescribe generics and allow generic substitution at your local pharmacy
- Say "yes" if your pharmacist asks if you would like the generic equivalent of the brand-name medicine your doctor prescribed
- If there is no generic equivalent for a brand-name medicine you are prescribed, ask your doctor if there is a generic alternative available to treat your condition and if it would be right for you

## CVS Caremark Specialty Pharmacy Services for chronic or genetic disorders

Every year, more and more people with chronic and genetic disorders are living longer, healthier lives, thanks in part to specialty biotech injectable and oral medicines.

CVS Caremark provides **home delivery of specialty medicines and supplies** with **personalized support services** to help individuals successfully manage their condition and improve their overall health. Specialty pharmacy services are available for allergic asthma, Crohn's disease, Gaucher disease, growth hormone deficiency, hemophilia, hepatitis C, immune disorders, lysosomal storage disorders, multiple sclerosis, psoriasis, pulmonary hypertension, rheumatoid arthritis, Respiratory Syncytial Virus (RSV) prevention and other conditions.

## Caremark.com — Your prescription for a healthier you

At Caremark.com, you'll find tools to help you save money and make better decisions about your health care. Visit [www.caremark.com](http://www.caremark.com) any time to:

- Order mail service prescription refills
- Check your benefit coverage
- Compare prescription pricing options
- See if a generic medicine is available for your prescription
- Research drug information
- View your prescription history
- Locate a participating pharmacy near you
- Access valuable health information

## Customer Care numbers:

English 1-800-552-8159

Spanish 1-800-378-2399



## The benefits

### We care

Our Customer Care representatives are dedicated to helping you get the most from your prescription benefit. We go the extra mile to make your health care experience a pleasant one.

### Safety first

Your CVS Caremark prescription benefit program includes automatic pharmacy safety checks to prevent potentially harmful drug conflicts. On the Caremark.com Web site, an interactive tool lets you check your prescriptions for interactions against other drugs, over-the-counter medicines, vitamins or herbs.

### Easy prescription orders

You can fill a prescription at more than 62,000 retail pharmacies in the United States using your CVS Caremark benefit ID card. Through our mail service program, you can have a 90-day supply of your long-term prescriptions sent directly to the location of your choice, with convenient refills via the Web or by calling our toll-free phone number.

### Save money

CVS Caremark helps lower your prescription drug costs by providing preferred brand-name medicine options that can save you money. We also make sure you are aware if a generic drug is available, which often can save you the most money.

### The CVS Caremark commitment

CVS Caremark is the company selected by your employer or health plan to administer your prescription drug benefits. **CVS Caremark is committed to:**

#### Providing you with convenience and value:

- Through our relationship with more than 62,000 retail pharmacies
- By delivering prescription drugs directly to you through the CVS Caremark Mail Service Pharmacy

#### Improving your safety:

- By supporting and educating your doctors and other prescribers so they can make appropriate drug treatment decisions for you
- By making sure the prescription drugs you receive are what your doctor prescribed or agreed to after talking with a CVS Caremark pharmacist
- By seeking to identify and prevent any unintended drug interactions

#### Helping you and your benefit plan sponsor achieve significant savings:

- By encouraging the use of medically appropriate generic and lower-cost brand drugs
- By filling your long-term and maintenance medications through our mail service pharmacies

#### Giving you enhanced customer care, while staying focused on your privacy by ensuring that:

- Our employees follow detailed ethical standards as well as a comprehensive Code of Conduct
- Our pharmacists follow a professional Code of Ethics

All of our communications about your benefit plan, our online tools, and our health management and clinical programs are designed to help you manage your health, become a better informed health care consumer and save you money on your prescription drugs. We look forward to supporting your health care needs.

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Register today at [Caremark.com](http://Caremark.com) to order refills, compare pricing options, access health information and more. You will need information from your benefit ID card to register.

