

CVS Caremark Contact Information and FAQs

CVS Caremark Contact Information:



- Customer Care (Active/Pre-Medicare): 1-833-840-7957
- CVS Specialty™: 1-855-299-3262
- Appeal Fax: 1-866-443-1172
- Prior Authorization (for physicians): 1-800-294-5979
- Fax number for doctors to send prescriptions: 1-800-378-0323
- Phone number for the doctor to call in a script: 1-800-378-5697
- Pharmacy Help Desk (For pharmacies to call for processing): 1-800-364-6331
- Website: <https://caremark.com>
- Caremark.com Web Support: 1-877-460-7766

Rx Claim Processing Information:



Member ID number (found on your new Aetna dual medical/Rx member ID card)

Active:

Bin:004336

PCN: ADV

Group: RX24MU

FAQs



Q: When will I be receiving my new member ID card?

A: Aetna, our medical provider, will be mailing members their dual medical/RX card in mid- December. You can begin using this card as of 1/1/25. CVS Caremark will also be mailing a “welcome letter” to your home address during the week of December 23rd. This welcome letter will contain important information on how to get started with CVS Caremark.

Q: How do I access Caremark.com?

A: You will be able to register on Caremark.com mid-December once the eligibility information is provided to CVS Caremark.

Q: Where can I fill my medications?

A: You can fill your 30-day medications at any of the 68,000 pharmacies in the network that include both major chains and local pharmacies. If you have questions on what pharmacy is in network, call the Customer Care number listed above, visit Caremark.com or download the mobile app (search “CVS Caremark” or “CVS Specialty” for specialty medications). Once you have created a username and password you would choose the “Pharmacy Locator” option under the Plan & Benefits tab. You will continue to be able to fill prescriptions at your current pharmacy to use the plan’s prescription coverage.

Q: Can Caremark customer care team see my history?

A: Yes, after 1/1/25 the team will be able to see your history and answer your account specific questions. If you have any questions prior to that date, the CVS Caremark team may not be able to review your history or answer specific account questions. However, the team can provide general coverage information about your plan. (Please note credit card information and your digital preferences, such as auto refill and email preferences, will not be transferred)

Q: Does CVS Caremark have an app?

A: Yes, we have an app for Caremark.com, CVSspecialty.com and CVS.com. “CVS Caremark” or “CVS Specialty” (for specialty medications). All of our apps can be downloaded from the App Store or Google Play. Caremark is for Mail, CVS is a Retail App, and CVS Specialty is for Specialty Rx’s.

Q: If there is a change to the drug status, will I be notified?

A: Yes, if there are any changes to process or drug coverage, similar to your current pharmacy vendor, CVS Caremark will send letters to members 30 days in advance if they will be impacted by a plan change.

Q: I am currently using mail order. Will my prescriptions transfer to CVS Caremark?

A: Yes, we will receive any active prescriptions with open refills that are not a controlled substance or compound from your current mail order pharmacy.

Q: How do I get started with the CVS Caremark mail order service?

A: This can be started a few different ways. Members can call Customer Care listed above and they can start the process. They will verify contact information, obtain a method of payment, then can contact your doctor for a new prescription. Members can also mail in their order with an order form that will be included in with their ID card and can be found on Caremark.com. Members can also get started with the mail order service on Caremark.com after creating a username and password click on “Start Mail Order” under the Prescriptions tab, then request a new prescription.

Q: Do I have to use the mail order service to fill my maintenance medications*?

A: Through the Maintenance Choice Program, you can fill 30-day or 90-day supplies of your maintenance medications at your local CVS pharmacy, CVS Caremark mail service pharmacy, or select participating retail pharmacies such as Costco and Kroger for the same cost. For certain plans, penalties may apply if you continue to fill maintenance medications at non-participating pharmacies after 3 fills.

Q: If I am currently filling my medication with the mail order service, can I move my prescription to my CVS or one within a Target store?

A: Yes, if you contact Customer Care, we can transfer your prescription to your local CVS or one within a Target store.

Q: Are you able to automatically send my maintenance or specialty medication?

A: Yes, the medication first must be filled by the mail order service. Once you receive the first order you can set up the auto refill and we will contact you when the order is ready to be filled. If you do not need to re-order, then contact Customer Care. If you do, then you do not need to do anything, and we will send the order. We also have the option of auto renewal, in which we can contact your doctor when you are due for a new prescription. We do ask that you contact us if you change doctors. Both the auto refill and auto renewal can be set up with a call to Customer Care or on Caremark.com.

Q: How can I fill my specialty medications?

A: For active or pre-Medicare members, Specialty medications will be filled through CVS Specialty pharmacy. Through CVS Specialty pharmacy, you will receive 24/7 support from a Care Team of specialty trained pharmacists and nurses. You can have the medication sent to any CVS Pharmacy or have your order delivered to you at home.

Q: I was just prescribed a specialty medication. How do I get started?

A: Effective 01/01/2025, call us at 1-855-299-3262 and we will get you enrolled with specialty, work with your doctor to obtain a prescription and any authorization needed for coverage. We also provide personalized services that provide guidance through each step, provide support with any questions and provide the best possible service.

Q: Is there a website for CVS Specialty?

A: Yes, CVSspecialty.com. There is also a link at the bottom of the Caremark.com home page and a mobile app (search "CVS specialty").

Q: I still have questions, who do I contact?

A: Call CVS Caremark Customer Care at 1- 833-840-7957

*A maintenance medication is taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes, or high cholesterol.

**Your refill will be mailed to you automatically before your refill due date, without any service, shipping, or handling charges. Any copay or coinsurance will be charged at that time unless you cancel the order. We will alert you before your prescription is refilled or renewed. To cancel, you must notify us by calling the Customer Care number on your prescription ID card or notify us. You will have at least 10 days to cancel the order. If we do not provide you with at least 10 days to cancel, we will accept a return of the order and issue a full refund, including postage. To cancel your enrollment in ReadyFill at Mail at any time, call us or notify us at Caremark.com. ReadyFill at Mail is available for most common maintenance medications for chronic conditions or long-term therapy. Not all mail service prescriptions are eligible. Medications such as controlled substances, specialty drugs and prescriptions covered by certain government payers, including Medicate Part B, are not part of this program.

***Where allowed by law. In-store pick up is currently not available in Arkansas, Oklahoma, and West Virginia. Specialty delivery options are available where allowed by law. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify.

Services are also available at Long's Drugs locations.