



RxBenefits, Inc.  
advocacy. expertise. service.

P.O. Box 382377  
Birmingham, AL 35238-2377

800.334.8134  
RXBENEFITS.COM

Dear Employee:

**Joplin School District** is pleased to announce that effective **10/1/2018** your pharmacy benefit services will be provided by **CVS/caremark** administered by RxBenefits, Inc. Please note that even though **CVS/caremark** appears on your ID card, you are not limited to CVS pharmacies. There are more than 60,000 pharmacies in the network including major chains and local stores. As part of your new pharmacy benefits, you will receive:

**ID Cards:** Your combined medical and pharmacy ID card(s) will be sent separately by **UMR**. Please begin using your new card when filling your prescriptions on or after **October 1, 2018**. Make sure your pharmacy has your new information. Below is the information your pharmacy needs in addition to your identification number or social security number:

RXBIN: 004336  
RXPCN: ADV  
RXGRP: RX2169  
Issuer: CVS/caremark  
Pharmacy Member Services: 1-800-334-8134  
Pharmacist Helpdesk: 1-800-364-6331



**Summary of Benefits:** A summary of your benefits is provided in this packet for your information.

**Performance Drug List (PDL):** You can access a copy of the most current Performance Drug List at [www.caremark.com](http://www.caremark.com) or by contacting our Member Services Department at 1-800-334-8134. Your medications may not be in the same tier level under Caremark as they were under your prior plan, so please review the performance drug list since it may provide lower cost alternatives for your medications. Also, discussing generics with your physician could save you money.

**Formulary Exclusions:** You can access a copy of the most current Formulary Exclusions List at [www.caremark.com](http://www.caremark.com) or by contacting our Member Services Department at 1-800-334-8134. If you find that your medication is an excluded medication, you will need to speak with your physician to discuss other covered alternatives.

**Maintenance Medication Coverage (90-days' Supply):** Maintenance medications are those that you take for ongoing medical conditions like diabetes, high blood pressure and asthma. Maintenance drugs can be ordered through CVS Caremark's mail order pharmacy and delivered to your home. Mail order is simple and easy, just use one of the options below on or after **10/1/2018**.

Register at [www.caremark.com](http://www.caremark.com). Click on "Start a New Prescription" and then click on "FastStart®".

-  Call toll-free at 1-888-769-9030 and let the representative know you wish to fill your prescriptions through mail. Provide the information on your benefit ID card, the names of the long-term medications you take, your doctor's name and phone number, and your mailing address. Caremark will request the new prescription information from your physician.
-  Contact your physician for a new prescription(s) for each maintenance medication for a 90 day supply with up to three refills, complete a mail order form (available at [www.caremark.com](http://www.caremark.com) or by contacting our customer service team at 1-800-334-8134) and mail the prescription(s) and order form to the Caremark Mail Order Pharmacy.

**New or initial orders take 10-14 business days to process so you will need to have a 2 week supply of medication on hand when mailing a new order to the Mail Order Pharmacy.**

**If you have any questions about your prescription benefits please contact  
Member Services at 1-800-334-8134 or [RxHelp@rxbenefits.com](mailto:RxHelp@rxbenefits.com)**



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**Caremark.com:** On or after your effective date, you can register online at Caremark.com. It is designed to help you explore ways to save money, check drug costs, track your prescription benefits and manage your own alerts. You will be able to access your information and also your dependents under age 18.

**CVS/caremark Mobile App:** As a **CVS/caremark** member, you can register your account from your mobile device. Make sure to download the **CVS/caremark** mobile app for FREE! From your phone, you can schedule prescription refills, check your drug cost, locate a nearby pharmacy and so much more.

We look forward to assisting you with your pharmacy plan, so please let us know if we can be of service. Our Member Services Department can be reached at 1.800.334.8134 from 7:00 am CST until 8:00 pm CST Monday through Friday. After hours and on weekends you can either leave a message for us to call you back, or select the option to transfer directly to **CVS/caremark** (#1).

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