

CVS Caremark Maintenance Choice Program Frequently Asked Questions

Q: What is the Maintenance Choice program?

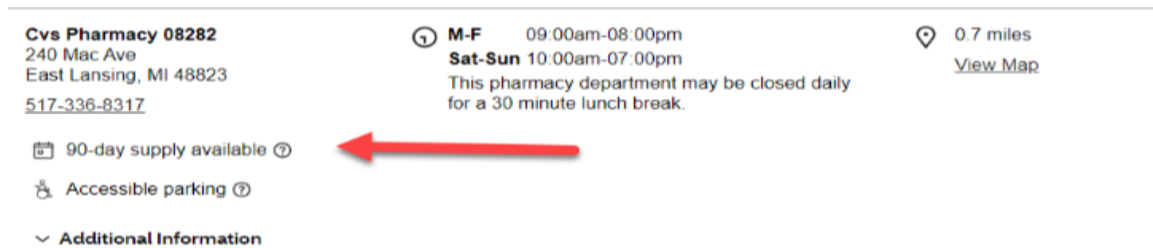
A: Maintenance Choice provides members the option to pick up or get delivery of 90-day supplies of [maintenance medications](#) taken regularly (for things like diabetes, high blood pressure, asthma, etc.) at select participating pharmacies.

The plan allows two 30-day supply fills, at a retail pharmacy, for maintenance medications. After the second fill, members are required to fill a 90-day supply at a select participating pharmacy. If the member doesn't change to a select participating pharmacy, they will need to pay the full cost unless they choose to opt-out.

If a member chooses to continue filling their prescriptions in 30-day supplies at a non-participating pharmacy without paying full cost, they can opt-out until the end of the plan's benefit year. Members can opt-out by calling the number on their ID card. If members opt-out during the plan year, they need to opt-out again when their plan benefits renew.

Q: What is a select participating pharmacy?

A: Select participating pharmacies include Costco and their mail service pharmacy, CVS Pharmacy, Kroger affiliated pharmacies, including their mail service pharmacy, several independent pharmacies, and CVS Caremark Mail Service Pharmacy. To find a select participating pharmacy, sign in to [Caremark.com/PharmacyLocator](#). Select participating pharmacies will have a 90-day supply icon like the example below.



Q: Can members fill medications, in a 90-day supply, at the MSU Health Care Pharmacy?

A: Yes, members can continue to fill their medications in 90-day supplies at the MSU Health Care Pharmacy.

[MSU Health Care Pharmacy Brochure](#)

Q: If a member opts-out of the program, can they fill a 90-day supply at any pharmacy?

A: If a member opts-out of the program, they can continue to fill 30-day supplies at any in-network retail pharmacy. However, if a member chooses to fill a medication in a 90-day supply, they need to choose a select participating pharmacy like CVS or Costco.

To find a select participating pharmacy, sign into [Caremark.com/PharmacyLocator](#). Members do not need to call the number on the back of their card to fill a 90-day supply at a select participating pharmacy. The select participating pharmacies will have a 90-day icon, if applicable.

Q: Do members need to opt-out for each medication filled in a 90-day supply?

A: No, when members call to opt-out, they are opted-out for all medications that are taken regularly. As a reminder, members need to call and opt-out again when their plan benefits renew.

Q: How do members save money from Maintenance Choice?

A: Members will have a lower co-pay or cost share if they choose to fill a 90-day supply of their maintenance medications at a select participating pharmacy. Over one year, you would pay four 90-day co-pays. If you opt-out, you will pay twelve co-pays and receive up to a 34-day supply at each refill.

In addition to the Pharmacy Locator tool, members can use the Check Drug Cost & Coverage tool on [Caremark.com](https://www.caremark.com) to determine the cost of their medications at select participating pharmacies.

Q: What medications are affected by Maintenance Choice?

A: Any maintenance medication, prescribed in a 90-day supply, needs to be filled at a select participating pharmacy unless the member chooses to opt-out of the program.

[CVS Caremark Maintenance Drug List](#)

Q: What do members need to do when their plan is enrolled in Maintenance Choice?

A: If a member is already filling medications they take regularly (for things like diabetes, high blood pressure, asthma, etc.), in a 90-day supply, at a select participating pharmacy, no action is required.

If a member is prescribed a medication that needs to be taken regularly, they can ask their prescriber for a 90-day prescription and fill at a select participating pharmacy. If a member is currently filling a medication in a 90-day supply at a non-participating pharmacy, they can choose to transfer their prescription to a select participating pharmacy, or they can call the number on the back of their ID card and opt-out. If the member chooses to opt-out, they can only fill a 30-day supply of their medication at a non-participating pharmacy.

Q: What member communication reminders are available for Maintenance Choice?

A: Members who are currently filling a 30-day supply of medications they take regularly (at a select participating pharmacy or non-participating pharmacy) will receive a communication reminder after their second 30-day fill to either change to a 90-day supply or opt-out. The communication will be delivered either via email (if email is available), SMS/text (if opted into text messaging and email is not available), or by letter if email or phone number is not available. Members will only receive one form of communication.

In addition, if a member calls to opt-out of the program, the following communications will be delivered via email, SMS, or letter as outlined above:

- Confirmation Communication - confirms the member opted-out and states when the opt-out will expire.
- Opt-Out Expiration Reminder - reminds the member that when their plan benefit year renews, they can choose to fill in 90-day supplies to avoid paying full cost or call the number on their ID card to opt-out of the program after the plan benefit year begins.

Q: What if a member attempts to fill at a non-participating pharmacy for 90-day supply medication and the claim is rejected because the member did not opt-out?

A: Members can call the number on their ID card at any time, even while at the pharmacy, and customer care will opt the member out. Once opted-out, the member can fill their medication in a 30-day supply.