MERITAIN® HEALTH

An Aetna Company

CVS Caremark Mail Service

Your CVS Caremark Mail Service Pharmacy

How would you like to have your long-term medicine conveniently delivered to your home or office? Not only will it save you time and trips to a participating retail pharmacy, you may also save money! With mail service, you can receive up to a 90-day supply of your medicine for a copay* that may be significantly less than you would pay at a participating retail pharmacy.

With the CVS Caremark Mail Service Pharmacy you can:

- Receive an extended supply of medicine.
- Enjoy the convenience of having your medicine delivered to a location of your choice—home, office or vacation spot.
- Speak to a registered pharmacist 24 hours a day, seven days a week.
- Order prescriptions and get health information online at **www.caremark.com**.

**Note: Copay or coinsurance means the amount you are responsible to pay, based on your plan. This may be a deductible, a percentage of the prescription price, a fixed amount or other change, with the balance, if any, paid by a plan.*

Getting started

If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicines:

- The first for a short-term supply (e.g., 30 days) to be filled right away at a participating retail pharmacy.
- The second for the maximum days supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS Caremark Mail Service Pharmacy.

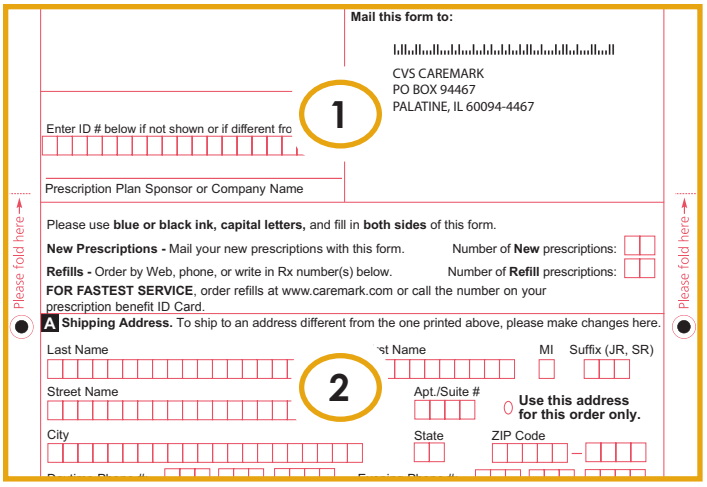
If you're not in a hurry, just mail your prescription for a 90-day supply (with any appropriate refills) to CVS Caremark.

Filling out the mail service order form

Follow these five steps to fill out the mail service order form:

Step 1—Benefit ID number
Fill in your ID number from your member ID card. (On your next order, your ID number will be pre-printed on your order form.)

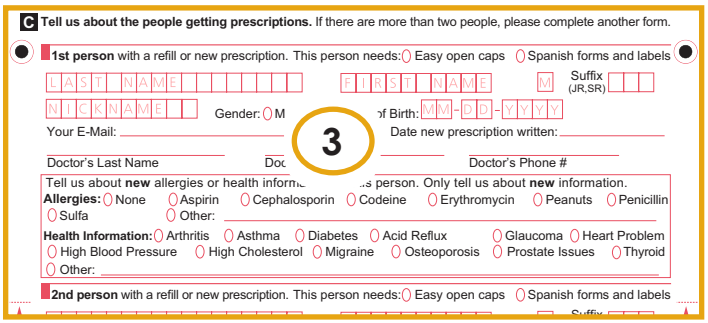
Step 2—Address
Fill in your complete address. Be sure to fill in the oval if the address listed is a one-time only address.



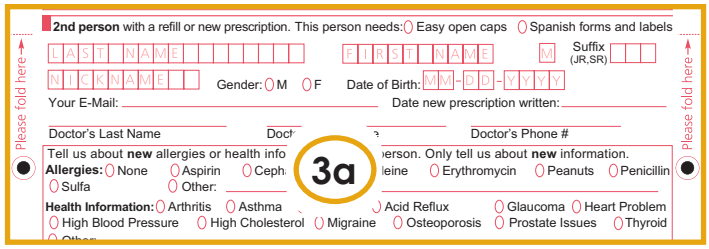
Step 3—Prescription information

Provide the requested information for the first person for whom a prescription(s) is being submitted.

- Indicate if you would like your order to include easy-open caps. All orders are normally shipped with safety caps or dual-purpose caps (which can be converted from child safe to easy open).
- Be sure to completely fill out your doctor's first name, last name and phone number.
- Fill in the ovals under *Allergies* if you are allergic to any drugs or foods. If you do not see the allergy listed, fill in the *Other* oval and write in the allergy.
- Fill in the ovals under *Conditions* if you have any health conditions. If you do not see your health condition listed, fill in the *Other* oval and write in the health condition.



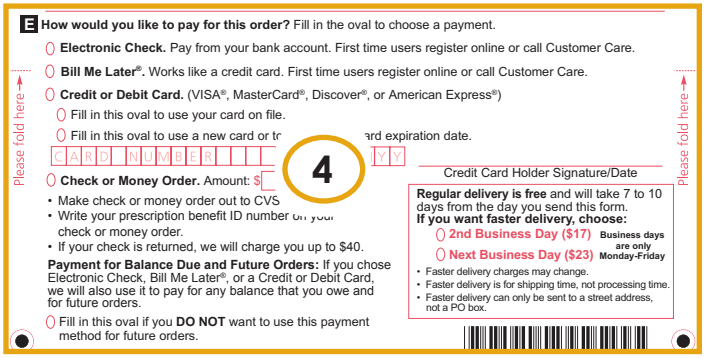
3a. Provide the requested information for the second person for whom a prescription is being submitted (if applicable). If this is the case, provide the same information as Step 3.



Step 4—Method of payment

Fill in the appropriate oval for your method of payment. You can pay using an electronic check, Bill Me Later® or credit/debit card (VISA®, MasterCard®, Discover® or American Express®). If you are paying by check or money order, please write your benefit ID number on the check. **Please do not send cash**.

Note: electronic check and Bill Me Later® require pre-registration by logging on to **www.caremark.com** or by calling Customer Care.



Step 5—Enclose your prescription

Make sure you enclose the original prescription(s) you receive from your doctor (not photocopies).

Mail it in

Now, simply mail your order form along with your prescription(s) and payment in the envelope provided, or use your own envelope and mail the form and payment to the CVS Caremark Mail Service Pharmacy address printed on the form. Please be sure to fold the mail service order form along the fold lines so the CVS Caremark Mail Service Pharmacy address shows through the window of the envelope.

Three ways to refill:

- **Online**. You can order your mail service refills by logging on to **www.caremark.com**. Register online to receive refill reminders, informative newsletters and other important alerts. Have your benefit ID number handy to register.
- **Phone**. Call our toll-free Customer Care number for fully automated refill service. Have your benefit ID number ready.
- **Mail**. You will receive an order form with every prescription order. Simply fill in the ovals for the prescriptions you want to refill. If you need to refill a medication that is not listed, write in the prescription number (s) in the space provided. Send the order form to CVS Caremark and enclose your payment, if your plan requires a payment.

Sign up for mail service with FastStart®

You have several options to get started. It's easy!

- **By internet**
  1. Log in to **www.caremark.com** and sign in or register if necessary.
  2. Click on *Start a New Prescription* and then click on *FastStart®*.
  3. Fill in your information.
- **By phone**
  1. Call FastStart® toll free at **1.800.875.0867** Monday through Friday, 7:00 AM to 7:00 PM (CT).
  2. Let the representative know you wish to fill your prescription through mail service.
  3. Provide the representative the information on your member ID card, the names of your long-term medicines, your doctor's name and phone number, your payment information and mailing address.