

Frequently Asked Questions

CVS Caremark®

General

1. Why are we changing our pharmacy benefit administrator for the medical plan's Core and Premium Saver Options from Express Scripts to CVS Caremark®?

DuPont is committed to providing valuable health benefits while controlling costs. Like most companies, we continue to face the challenges of external price inflation, high utilization of services and costs associated with chronic conditions and prescription drugs. Rising drug costs is an issue for all of us.

DuPont is a founding member of the Health Transformation Alliance (HTA), an organization, comprised of over 40 corporations dedicated to finding cost-effective and efficient health care solutions. CVS is collaborating with the HTA to try to improve the way companies purchase prescription drug coverage. You'll find that CVS Caremark has the same or lower prescription drug prices for most medications compared to Express Scripts.

There is no change to the pharmacy benefit administrator for employees in Hawaii, Puerto Rico, or those enrolled in the International PPO.

What to expect

2. What pharmacies are in-network with CVS?

While prescriptions are administered through CVS Caremark, you are not required to use CVS for retail pharmacies. You can continue to use any CVS Caremark network pharmacy, including Walgreens, Giant, Kroger, Rite Aid, Walmart, and many others. In addition, pharmacies in Target retail stores are CVS pharmacies. Beginning October 22, 2018, from DuPont Connection you will be able to link to the Pharmacy Locator tool to check that the pharmacy you use is in-network.

3. When will I receive my new CVS Caremark ID card?

A Welcome Kit from CVS will be mailed to you during the last week of December along with your new ID card. Please contact Customer Care after you receive your Welcome Kit at 1-844-212-8696 if you need additional cards. A digital ID card will also be available on the CVS Caremark mobile app during the last week of December which will enable you to access your benefit even without carrying a physical card. Use your CVS ID card for prescription drug coverage beginning January 1, 2019.

4. Will my existing mail service prescriptions transfer to CVS Caremark?

Remaining refills for your existing mail service prescriptions will be transferred from Express Scripts to CVS Caremark, except where prohibited by law.

Action required beginning January 1, 2019: You will need to register and log in to www.caremark.com beginning December 12th to confirm your mailing address and add your payment information. If you are currently enrolled in the Express Scripts Worry Free Refill program you will need to sign up for CVS Caremark's Ready Fill program to continue automatic shipments of maintenance medications you currently receive. **Note: To start automatic refills on a new prescription, you will need to order your prescription first**, at which time it will appear as eligible for automatic refills.

5. I heard there will be a new option to get my 90-day maintenance prescription at a CVS Pharmacy®. Is this true?

Yes, this option is only for medications classified by CVS as a Maintenance Choice medication. The Maintenance Choice program allows you to fill a 90-day maintenance prescription from a CVS retail pharmacy, including Target pharmacies, in addition to standard mail-order through CVS Caremark. For maintenance medications that are filled at a non-CVS retail pharmacy, other than Target, you will continue to pay 45% coinsurance after your 2nd fill, with no maximum amount per prescription.

If you want to move your mail service prescriptions to a 90-day supply for pickup at a CVS Retail Pharmacy, please contact the Customer Care Center at 1-844-212-8696.

What you'll need to do

6. If you need to refill your prescription at the beginning of January be sure there is no gap in coverage.

We do not anticipate any issue with employees being able to fill prescriptions on January 1 or later. However, in order to ensure there is no gap in coverage, make sure you have an adequate supply of medication before January 1, 2019. Allow yourself enough time to avoid running out of medication as you may need to visit your doctor to discuss alternate medications or obtain new prescription(s).

Express Scripts will lower the 30-day and 90-day refill time limit on December 1, 2018, so employees and family members can have an adequate supply of medication on hand when the change to CVS occurs.

7. What should you do once CVS Caremark becomes the prescription drug provider for the Core and Premium Saver Options?

Beginning December 12, 2018:

Register online. Go to the Caremark.com website to make the most of your prescription benefits. Online, you can:

- Refill medication and check order status
- See your prescription history
- Download the Mobile App

Beginning January 1, 2019:

Provide your pharmacist with your new CVS Caremark prescription ID drug card information for any prescriptions filled on or after January 1, 2019.

In Late January 2019:

You will receive the CVS ExtraCare® Health Card in the mail. You'll save 20% on CVS Health brand health-related items when you scan the card when you check out at a CVS Pharmacy or enter your card number at **CVS.com**. The card can't be used at Target stores, even if there's a CVS Pharmacy inside.

My medications

8. What is the formulary?

A formulary is a list of prescription drugs that a medical plan prefers to treat common medical conditions. These drugs are preferred by the plan due to their effectiveness in treating the conditions listed and their ability to control costs. The CVS formulary will have some differences when compared to Express Scripts and you may see a change to the cost of a prescription. If your medication is not on the CVS formulary, you will receive a letter from CVS in early November. You should speak with your healthcare provider to review the alternative medications noted in the letter and decide which medication will be best for you. You'll need a prescription for the new medication.

9. How can I check if my medication is on CVS Caremark's formulary list?

Beginning October 22nd, you will be able to check if your medication is on CVS Caremark's formulary, also called the "performance drug list". With the change to CVS, some preventive and preferred medications have changed, which can cost you more if you do not switch to an alternative medication. Please review the drug lists to ensure your medications are listed. CVS will notify you if you're affected by changes due to loss of preferred status or if you currently take specialty drugs. To save money, your healthcare provider should prescribe preferred medications from the CVS drug list. Look for additional details in an email from DuPont Benefits on October 22nd.

10. How can I check if my medication is a preventive drug and therefore not subject to the deductible?

Beginning October 22, 2018, from DuPont Connection you will be able to link to the Preventive Drug List to check if your medication is classified as preventive and therefore, not subject to the deductible.

11. Will my existing prior authorization for my medication transfer to CVS Caremark?

Certain prescriptions may need prior authorizations from CVS Caremark. If you are taking a medication that did not require a prior authorization by Express Scripts, but will require one with CVS, you will receive a letter in early November. Prior Authorizations processed through Express Scripts that have not expired will transfer to CVS Caremark in late November. For any expired or new prior authorizations, your physician will need to do a new authorization with CVS Caremark as of January 1, 2019. To confirm your prior authorization status, you may contact CVS Customer Care at 1-844-212-8696 in early December.

12. Will my exceptions for my medications that were put in place by Express Scripts transfer to CVS Caremark?

Express Scripts will transfer prior authorizations for medication exceptions to CVS, however exceptions will be reviewed to ensure the medication is not excluded. If your medication is impacted, you will receive notification in November and you will need to follow-up with your healthcare provider.

13. Will my specialty medication prescriptions be transferred to CVS Caremark?

Your current specialty medications will not transfer to CVS Caremark. You will need to obtain a new prescription from your doctor and submit it to the CVS Caremark specialty pharmacy beginning December 12th. In states where permitted, you will have the ability to drop off your prescription and pick up (most) specialty medications at a CVS retail pharmacy or get delivery to the location of your choice. If you take specialty medications, CVS will contact you directly with more information in early November. You and/or your doctor can also contact the specialty pharmacy at 1-800-237-2767 beginning December 12th for additional information.

14. If I have a new prescription or one with open refills, what is the last day that I can obtain a fill or refill through Express Scripts?

For one-time prescriptions:

The last day you can fill or refill a prescription at a participating pharmacy using your Express Scripts ID card is December 31, 2018. Check with your local pharmacy for hours of operation on December 31, 2018.

For mail order of maintenance medication(s):

If you use Express Scripts mail order, the last day that Express Scripts will process fills/refills is December 26, 2018. Be sure your orders are received by this date to allow enough processing time and fulfillment of your order. You can begin to use the CVS mail order service on January 1, 2019.

To check the status of your mail order prescriptions, visit the Express Scripts website at www.express-scripts.com or contact Express Scripts at 1-800-793-8766.

For prescriptions that you currently fill through Express Script's specialty pharmacy (Accredo):

The last day that Accredo will process fills/refills for specialty medications is December 26, 2018. Be sure your orders are received by this date to allow enough processing time and fulfillment of your order. Contact Accredo at 1-800-803-2523 if you have any questions.

15. How do I check the price of a drug prior to January 1, 2019?

Beginning October 22, 2018, from DuPont Connection you will be able to link to CVS drug pricing tools to check the cost of your medication. Look for additional details in an email from DuPont Benefits on October 22nd.

About CVS Caremark

16. What if I already have a CVS ExtraCare Card?

If you already have an ExtraCare Card from CVS Pharmacy, be sure to make the most of your benefits by transferring your current ExtraCare rewards to your new ExtraCare Health Card. Visit CVS.com/extracarehealth or call 1-800-SHOP-CVS (1-800-746-7287).

17. Does CVS Caremark have a mobile app?

Yes, you'll be able to use the CVS Caremark app to do many things such as:

- Refill and renew mail service prescriptions
- Submit a picture of your prescription for filling via CVS Mail Order
- ID unknown pills with the pill identifier
- Check for potential drug interactions among medications
- Check order status and view your prescription history
- Check drug coverage and cost under your plan
- Find local in-network pharmacies

18. How do I contact CVS Caremark?

Go to caremark.com as of January 1, 2019 or call the CVS Customer Care number at 1-844-212-8696 from 7:30 a.m. to 9 p.m. ET, Monday through Friday. Also look in the mail in late December for a Welcome Kit from CVS Caremark.

For specialty medication questions, beginning December 12, 2018, please call the CVS Specialty Customer Care number at 1-800-237-2767 from 7:30 a.m. to 9 p.m. ET, Monday through Friday.