

# Frequently Asked Questions

CVS Caremark®

## General

### 1. Which pharmacies are in-network with CVS Caremark?

While prescriptions are administered through CVS Caremark, you are not required to use CVS as your retail pharmacy. You can use any CVS Caremark network pharmacy, which includes many other retail pharmacies not branded as CVS Caremark. In addition, pharmacies in Target retail stores are CVS retail pharmacies. You can check to see if a pharmacy is in-network using the network pharmacy locator tool through **DuPont Connection** or directly on the CVS Caremark website at [www.caremark.com](http://www.caremark.com).

### 2. Once I enroll in the Company medical plan, when will I receive my new CVS Caremark ID card?

CVS will mail a Welcome Kit, including your CVS Caremark ID card, within two weeks after you enroll in the Company medical plan. If you need additional cards, please call Caremark Customer Care at **1-844-212-8696** after you receive your Welcome Kit. A digital ID card is also available on the CVS Caremark mobile app, which will enable you to access your benefit even without carrying a physical card.

### 3. How do I transfer my existing mail order prescriptions to CVS Caremark and enroll in automatic refills?

Remaining refills for your existing mail service prescriptions will be transferred automatically, except where prohibited by law. To confirm your prescriptions transferred you may contact CVS Customer Care at **1-844-212-8696** or view your transferred prescriptions online seven to ten business days after you complete your benefits enrollment.

To enroll your mail order prescriptions for automatic refills, sign in or register at [Caremark.com](http://Caremark.com) — then select Manage Automatic Refills under the **Prescriptions** tab. Select the eligible prescriptions you want to enroll and follow the steps to confirm your mailing address and add your payment information. You can also call the toll-free Customer Care number on your prescription ID card.

**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.

### 4. Can I receive my 90-day maintenance prescription at a retail CVS pharmacy?

Yes. However, 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 CVS retail pharmacies in Target stores, in addition to standard mail order through CVS Caremark. For maintenance medications that are filled at a retail pharmacy other than CVS or a CVS retail pharmacy in a Target store, you will pay 45% coinsurance after your second fill, with no maximum amount per prescription.

**If you want to move your mail order prescriptions to a 90-day supply for pickup at a CVS retail pharmacy, please call Caremark Customer Care at 1-844-212-8696.**

## What you'll need to do

### 5. What do I need to do to get started with CVS Caremark once I sign up for Company medical coverage?

**Register online.** Go to the CVS Caremark website at [www.caremark.com](http://www.caremark.com) to make the most of your prescription benefits. Within seven to ten business days after you complete your benefits enrollment your prescription history, applicable mail order open refills, prior authorizations, and specialty medications will transfer to your new profile. In some cases you may need to obtain a new prescription.

#### 1. Online, you can:

- Refill medications and check order status
- See your prescription history
- Download the CVS/caremark™ mobile app
- Locate a network pharmacy with **Find My Pharmacy**
- View drug lists (e.g., Standard Formulary, Preventive Drug List\*, and Advanced Specialty Control Formulary)

#### 2. Provide your pharmacist with your new CVS Caremark prescription ID drug card information.

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

\*Certain drugs on the preventive list, classified by the Internal Revenue Service (IRS) as preventive, are not subject to the deductible. The list of preventive drugs and advanced specialty is subject to change, and specific drug coverage should be confirmed with CVS Caremark customer service.

## My medications

### 6. 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. If your medication is not on the CVS formulary, you should speak with your healthcare provider to review alternative formulary medications to decide which medication might be best for you. You'll need a prescription for the new medication.

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

Go to the CVS Caremark website at [www.caremark.com](http://www.caremark.com) to check if your medication is on CVS Caremark's formulary, also called the "performance drug list." Please review the drug list to ensure your medications are listed. To save you money, your healthcare provider should prescribe preferred medications from the CVS Caremark formulary.

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

You can link to the CVS Caremark Preventive Drug List from either **DuPont Connection** or the CVS Caremark website ([www.caremark.com](http://www.caremark.com)) to check if your medication is classified as preventive and therefore, not subject to the deductible.

**9. If I need to transfer a medication to CVS Caremark, will my existing prior authorization suffice?**

Certain prescriptions may need prior authorizations from CVS Caremark. For any expired or new prior authorizations, your physician will need to submit a new authorization to CVS Caremark. To confirm your prior authorization status, you may contact CVS Customer Care at **1-844-212-8696**.

**For incoming Dow employees:** Dow employees who transition to the Company on April 1, 2019, and who have Dow medical plan prescriptions for open refills for maintenance and specialty medications, and eligible prior authorizations **will** automatically have these transferred to your new Company plan. Within seven to ten business days after you complete your benefits enrollment, your prescription information from the Dow medical plan will be transferred to your new profile. In some cases you may need a new prescription and/or prior authorization. The exception is that prescriptions for controlled substances won't transfer.

**10. I'm currently taking a specialty medication. Will my specialty medication prescriptions transfer to CVS Caremark once I enroll in the Company medical plan?**

Your current specialty medications will transfer to CVS Caremark. After you enroll in your benefits, CVS Caremark will match your open refills within seven to ten business days to your new drug coverage plan. In some cases you may need to obtain a new prescription from your doctor and submit it to CVS Specialty™. (CVS Caremark manages specialty medicine through CVS Specialty.) In states where permitted, you can drop off your prescription and pick up (most) specialty medications at a CVS retail pharmacy or have them delivered to the location of your choice. You and/or your doctor can also contact CVS Specialty at **1-800-237-2767** after your enrollment is complete for additional information.

**11. How do I check the price of a drug?**

You can check the cost of your medication through **DuPont Connection** and also directly on the CVS Caremark website at [www.caremark.com](http://www.caremark.com).

## About CVS Caremark

**12. What if I already have a CVS ExtraCare® Health Card?**

If you already have an ExtraCare Health Card from CVS, 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](http://CVS.com/extracarehealth) or call **1-800-SHOP-CVS (1-800-746-7287)**.

**13. Does CVS Caremark have a mobile app?**

Yes, you'll be able to use the CVS/caremark mobile 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
- Identify 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

**14. How do I contact CVS Caremark?**

If your doctor prescribes a specialty medicine or if you have questions about a specialty medicine, call CVS Specialty at **1-800-237-2767** from 7:30 a.m. to 9 p.m. ET, Monday through Friday.

For other questions about your DuPont prescription drug coverage, visit [www.caremark.com](http://www.caremark.com) or call Caremark Customer Care at **1-844-212-8696** from 7:30 a.m. to 9 p.m. ET, Monday through Friday.