









**By using Caremark.com, you can:**

- Order your prescription refills
- Check the status of your prescription order
- Check your benefit coverage
- Research drug information
- View your prescription history
- Locate a pharmacy near you
- View valuable health information
- Send an e-mail message to Caremark Customer Care

**Prescription Refills – Convenient and Fast!**

**Caremark offers three easy ways to refill your mail service prescriptions:**

1. Log on to the Caremark Web site at [www.caremark.com](http://www.caremark.com) to access Caremark online 24 hours a day, 7 days a week.
2. Mail in your prescription along with our new easy-to-use mail service order form by applying the refill sticker or providing the prescription number in the boxes provided on the Caremark Mail Service Order Form in Step 5 - Refill Information.
3. Call our helpful Customer Care representatives toll-free using the phone number on the back of your prescription ID card or within your benefit plan materials. Upon dialing the number, you will have the option to use the Caremark automated service to order your refills easily and quickly. Should you have an additional question or need to speak to a Customer Care representative, one will be available to assist you.

**Important Information**

**Please note:** Checks returned for insufficient funds shall be subject to a \$25 processing fee.

All incomplete mail service order forms will be returned to you with the original prescription unfilled, causing a delay in processing.

The submission of the Caremark Mail Service Order Form, for you or any of your dependents, authorizes the release of all information to applicable healthcare providers and all others involved in filling the prescriptions or processing the claims submitted (not applicable to research study program participants).

Caremark cannot, at any one time, dispense more than the exact amount prescribed by your doctor or the day supply limit specified by your benefit plan, whichever is less. Caremark cannot provide refills at the time of the original filling.

In connection with your benefit plan, Caremark may contact your doctor regarding your prescription. This may result in your doctor prescribing a different brand name product or a generic equivalent in place of your original prescription.

Texas law allows a less expensive generically equivalent medicine to be substituted for certain brand name medicines unless your doctor directs otherwise. You have a right to refuse such substitution. Consult your doctor or pharmacist concerning the availability of a safe, less expensive medicine for your use.

**Please note:** Consult your benefit plan literature regarding possible differences in coverage or co-payment between brands and generics.

Consumer questions concerning Caremark's quality of service, order status, benefit plan design, and other related questions may be answered by calling the Caremark toll-free number at 1-888-202-1657. Complaints concerning the practice of pharmacy may be filed with the Texas State Board of Pharmacy at: William P. Hobby Building, Suite 3-600, 333 Guadalupe, Box 21, Austin, TX 78701-3942, 1-512-305-8000.

To receive a complaint form, call 1-800-821-3205 or 1-512 305-8080 in Austin (recorded information only).

You can log on to file a complaint at: [www.tsbp.state.tx.us](http://www.tsbp.state.tx.us)

Co-payment or co-pay means the amount a participant is required to pay for a prescription in accordance with a Plan, which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan.



Check  it out!

The Mail Service order form has been revised for your convenience. You no longer need to rewrite the numbers of your credit card. All you have to do is check  the box!!

By checking  the box for "Credit Card on File," in "Step 3 - Method of Payment," you can designate that the same credit card number that you previously used to pay for your last mail service order be charged for your new prescription order. **Please note: you must check this box on every order to show your consent.**

Also, for your convenience, Caremark has developed a "Refill Order Continuation Form," to use if you are ordering more than four (4) refills. You will find this form in the reply envelope. This form can only be used with a completed Caremark Mail Service order form. Also, check out the back of this new form for helpful information.