Why is Ivy Tech changing from Express Scripts (Medco) to CVS Caremark?

Ivy Tech, and many of our sister-institutions, participates in the state-sponsored Indiana Aggregate Prescription Purchasing Program (IAPPPP). Participation in the IAPPP allows us to take advantage of the State’s negotiated Pharmacy Benefit Manager contract. After a thorough review process, the State awarded the contract to CVS Caremark beginning January 1, 2018.

Are there new benefits available under CVS Caremark that we didn’t have under Express Scripts?

There are no changes to the plan design for 2018, however there is a new formulary list as well as a new preventive medications list for the Choice HDHP.

Those with specialty medications will fill the prescription with CVS Specialty and be eligible for the Care Team Choice service. CVS provides expert therapy management services tailored to meet the unique needs of members through their high-touch specialty Care Team approach. When a member enrolls in the specialty pharmacy program, he or she is assigned to a pharmacist-led Care Team, highly trained in the disease state they manage. The Care Teams are experts in the conditions and therapies they help manage, so they are able to provide personalized and detailed support, education, monitoring, and care coordination.

Specialty Connect is CVS Caremark’s ability to intake specialty prescriptions through any of their 9,700 local CVS Pharmacies, including those within the Target stores. Physicians can electronically prescribe, fax or call specialty prescriptions into a local CVS Pharmacy and/or patients may drop off the specialty prescription at their local CVS Pharmacy to initiate the process. After receipt of the prescription in any of these forms by the local CVS Pharmacy, patients are given the option of picking up their prescription at the local CVS Pharmacy in addition to the option of mail delivery to the home, physician office or alternate location.

More information can be found on the Open Enrollment Website.

Are our health insurance premiums changing as a result of moving to CVS Caremark?

No, medical premiums are not increasing due to this change. As the final step the College’s 3 ½ year funding strategy to ensure our medical plans are funded appropriately, the premium cost-share is now 75/25 for the Standard PPO plan and 90/10 for the Choice HDHP. The College pays 75% of the total premium for the Standard PPO plan and 90% of the total premium for the Choice HDHP.

Will there be changes to my prescription copays?

No. There are no plan design changes for the 2018 plan year.

Will there be a new ID card?

Yes. Beginning in 2018, you will have a combined ID card with both your medical and pharmacy plan information. You will receive your new card in late December 2017.

How do I register with CVS Caremark’s website?

You can register with CVS Caremark at www.caremark.com/startnow.
Am I only limited to CVS pharmacies to fill my prescriptions?

No. CVS Caremark has a wide variety of retail pharmacies that are in-network.

*Please note, all Specialty medications must be filled via the CVS Caremark specialty pharmacy or any CVS retail location.*

How do I find a participating retail pharmacy?

Please contact CVS Caremark at 1-866-246-7145.

What happens if I use a pharmacy that is not in the CVS Caremark network?

If you fill your prescription at an out-of-network pharmacy you will be responsible for a larger portion of the cost. Please see the Health Plan summary for more information on the cost share.

How is my pharmacist going to know not to bill Express Scripts for any prescription I get filled after January 1, 2018?

You should provide your pharmacist with your new combined Anthem/CVS Caremark ID card. You will receive this card in mid-December.

What can I do if my prescription moves to a higher copay? / What can I do if I have to pay more for my prescription?

Some medications will be considered non-preferred which means your costs may increase. A few medications may be not covered, which means you will pay 100% of the cost unless your doctor requests prior authorization and the request is approved.

Let your doctor know that your plan has changed and that you may have to pay more for your current medication. If a preferred medication is available, ask for a new prescription. To find a preferred medication, visit [www.caremark.com/acsdruglist](http://www.caremark.com/acsdruglist).

How can I find out what I will pay for my prescription in 2018?

Select the CVS Caremark link on the Open Enrollment Website to find out what you will pay.

Where can I get inform about a drug that has been prescribed to me?

On the CVS Caremark site, there is a section in the top right corner labeled Health Resources. Here you can find drug references and interactions or even email a pharmacist.

What will happen to my current prescriptions on January 1, 2018? Do I need a new prescription?

If you have an existing prescription filled via mail-order, CVS Caremark will work with Express Scripts (Medco) to transfer your existing mail service so you will not need to get a new prescription. *Please note, some medications cannot be transferred to another pharmacy. If you have existing refills for either a controlled substance or compound medication you will need to get a new prescription from your doctor.*

For medications taken regularly that are filled at a retail location, your prescription will carry over to your new coverage with CVS Caremark. You do not need a new prescription. Present your new Anthem/CVS Caremark ID card to the pharmacist to update your coverage information in their system.

Prior Authorization – When is a coverage review necessary?
A coverage review is necessary when your physician prescribes a medication that is not on your covered drug list or formulary. This is to determine if that alternative meets the standards for care and there is a reason why an exception is needed.

What if my prescription already has a prior authorization? How will I know if my medication requires one? Will I need a new one?

If you have an active prior authorization in place, CVS Caremark will work with Express Script (Medco) to transfer your prior authorization so you will not need to get another authorization.

I am going on vacation. Can I get an additional supply of medication?

Yes, your employer has arranged for you to be able to get a 30-day supply per drug, once a year.

I have a prescription on file that allows three refills. I have two left as of December. Do I need to have my doctor write another prescription?

No, current prescriptions will carry over to CVS Caremark with no interruption. Your doctor does not need to write a new prescription. Beginning January 1, 2018, just present your new Anthem/CVS Caremark ID card to your pharmacist and your prescription will be refilled with no impact or break in your prescription coverage.

How are specialty medications going to be impacted?

Those with specialty medications will fill the prescription with CVS Specialty and be eligible for the Care Team Choice service. CVS provides expert therapy management services tailored to meet the unique needs of members through their high-touch specialty Care Team approach. When a member enrolls in the specialty pharmacy program, he or she is assigned to a pharmacist-led Care Team, highly trained in the disease state they manage. The Care Teams are experts in the conditions and therapies they help manage, so they are able to provide personalized and detailed support, education, monitoring, and care coordination.

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How can I get information on what is covered and not covered with CVS Caremark?

In addition to the information found on the Open Enrollment Website. You can also call Caremark at 1-866-246-7145 to get additional information.

I’m a new hire and I need to get a prescription filled, but I haven’t received my card yet. What can I do so I don’t have to pay cash for the prescription and then file for reimbursement?

If your enrollment information has been transmitted to the carriers, you can request a temporary card. Your prescription coverage information is on a combined card with your medical coverage information. You can print a temporary card by visiting the Anthem website (you must register to print the card). You can also contact your local Human Resources team and they can print the card on your behalf.
If your enrollment information has not been transmitted to the carrier, you will have to pay out of pocket for your prescription and then file for reimbursement.

I have my current prescriptions filled via mail-order. How do I continue this service? Do I need a new prescription to send to CVS Caremark?

As part of the change, CVS Caremark will work with Express Scripts (Medco) to transfer your existing mail service so you will not need to get a new prescription.

Please note, some medications cannot be transferred to another pharmacy. If you have existing refills for either a controlled substance or compound medication you will need to get a new prescription from your doctor.

How soon will I receive my mail-order prescription? How can I check on the status of my order?

Expected processing time from the receipt of refill prescriptions is 1-2 days, and for new prescriptions 5 days unless more information is needed from your physician.

Is there an additional charge for shipping and handling?

Regular delivery is free and it can take up to 5 days for delivery. Delivery the 2nd business day is $17 and for the next business day $23.

What is the supply limit for my medication?

90 days

Where can I find the mail-order information?

On the CVS Caremark site you can find more information and the Mail Service Order form to complete and send in with your written prescription.

How should my doctor write my mail order prescription?

Your physician should specify a 90-day supply and the applicable number of refills.

How do I pay for mail order prescriptions?

The Mail Service Order form on CVS Caremark will contain a place for you to provide payment information or you can call Customer Care.