

FREQUENTLY ASKED QUESTIONS AND ANSWERS (FAQs)
Prescription Drug Plan Update effective January 1, 2027:
Active, Non-Medicare Retirees, Non-Medicare Dependents and
Surviving Spouses will now use CVS Caremark.

Note: There is no change for Medicare eligible retirees/dependent survivors enrolled in the Express Scripts Medicare Prescription Drug Plan.

CVS Caremark Contact Information:

- Customer Care (Active/Non-Medicare): 1-844-341-0634 (available 24/7 days per week)
- CVS Specialty™: 1-800-237-2767
- Appeal Fax: 1-866-443-1172
- Prior Authorization (for physicians): 1-800-294-5979
- Fax number for doctors to send prescriptions: 1-800-378-0323
- Phone number for the doctor to call in a script: 1-800-378-5697
- Pharmacy Help Desk (For pharmacies to call for processing information): 1-800-364-6331
- Website: <https://caremark.com>
- Caremark.com Web Support: 1-877-460-7766
- EMHP Benefit Booklet -- www.emhp.org

Rx Claim Processing Information:

Member ID number (found on the back of your EMHP ID card)

Active:

Bin:004336

PCN: ADV

Group: RX26DK

General Information

Q: Where can I fill my medications?

A: Under your EMHP benefits, you can fill your 21 days' supply of medication (acute or retail) at any of the 68,000 pharmacies in the network that include both major chains and local pharmacies such as CVS, Walgreens, and Costco. If you have questions on what pharmacy is in network, call the Customer Care phone number listed above, or visit Caremark.com, or download the mobile app (search "Health100"). Once you have created a username and password, and log in, from the home screen you would choose the Benefits Icon in the lower right-hand corner. From there, scroll to "Search for an In Network Pharmacy"

Q: Can I still use a retail pharmacy?

A: Yes. You can use an in-network retail pharmacy to fill up to a 21-day supply of non-maintenance medications.

Q: Will I receive a new I.D. Card?

A: Yes. Active employees and their eligible dependents as well as non-Medicare retirees and their non-Medicare eligible dependents will receive a new EMHP Health Benefits Card with the new pharmacy information, which is necessary to process your prescription benefits and claims. You will receive this card prior to January 1, 2027. When you fill a prescription on or after January 1, 2027, it is important to give the pharmacist your new ID card and tell them your prescription benefits administrator has changed.

Q: If I am Medicare eligible and enrolled in the Express Scripts Medicare Prescription Drug Plan, will I receive a new I.D. card?

A: No. There are no changes to the Express Scripts Medicare D Plan through EMHP. You should continue to use your current card for your Hospital/Medical/Surgical/Mental Health/Substance Use Disorder benefits as well as your Express Scripts Medicare D Rx card for your prescription benefits.

Q: When can I access Caremark.com?

A: You will be able to register on Caremark.com mid-December once the eligibility information is provided to CVS Caremark.

Q: Can the CVS Caremark Customer Care Team see my history?

A: Yes, beginning January 1, 2027, the team would be able to see your history and answer your account specific questions. If you have any questions prior to that date, the CVS Caremark team may not be able to review your history or answer specific account questions. However, the team can provide general coverage information about your plan. (Please note credit card information and your digital preferences, such as auto refill and email preferences, will not be transferred from Express Scripts ; you will have to provide that information either online when you register, or by calling CVS Customer Care team once the eligibility information has been loaded.)

Q: Does CVS Caremark have an app?

A: Yes, the app for CVS Caremark is “Health100” and can be downloaded from the App Store or Google Play.

Q: If there is a change to a prescription’s drug status in the future, will I be notified?

A: Yes, if a process or drug coverage change affects you, CVS Caremark will send a notice to impacted members 30 days in advance.

Q: I have questions, issues or just want to learn more about my prescription benefits, when do I contact CVS Caremark?

A: You may call CVS Caremark Customer Care at 1-844-341-0634 to locate an in-network pharmacy and/ or learn more about your prescription benefits. Beginning January 1, 2027, you may contact CVS Caremark Customer Care 24 hours a day, 7 days a week for member specific support.

Q: I am currently using mail order. Will my prescriptions be transferred to CVS Caremark?

A: Yes, CVS will receive any active prescriptions with open refills. Exceptions include controlled substances or compounds, please have your physician e-scribe a new prescription to CVS mail order or your local Retail-90 pharmacy.

Q: How are temperature-sensitive medications protected during delivery?

A: Maintenance Medications with specific temperature sensitivity are shipped as necessary, such as medications that must remain cold are shipped on ice. The patient is not charged for cold pack shipping.

Mail Order

Q: How do I get started with the CVS Caremark mail order service on or after January 1, 2027?

A: This can be started in a few different ways: Visit <https://caremark.com> and log in or create a username and password. Click on “Start Mail Order” under the Prescriptions tab, then request a new prescription. You can also call the Customer Care phone number listed above to start the process. CVS Caremark will verify contact information, obtain a method of payment, and then be able to contact your doctor for a new prescription. In addition, you can mail in your prescription with an order form that can be found on the CVS Caremark website.

Q: How do I pay for mail order prescriptions?

A: You may pay by credit card or by check. **Note:** CVS Caremark will allow you to have an outstanding (unpaid) balance of up to \$250.00 before your prescriptions are no longer filled and payment in full is required. **Payment must be made within sixty (60) days of the date of CVS Caremark’s invoice.**

Q: When will my mail order prescription arrive?

A: New prescription orders arrive in about ten (10) business days after CVS Caremark receives your complete order. Refills will arrive within seven (7) business days of you requesting a refill, provided it is timely (i.e., not a “refill too soon” which means you have more than 25% of your prescription left).

Q: Can my medication be shipped overnight?

A: **Yes.** However, if you request to have your medication shipped “2 Day” or “Next Day”, you will be responsible for upgraded delivery/shipping charges.

Q: Can my medication be shipped to a different address?

A: **Yes.** If you want CVS Caremark to ship your medication to a different address within the United States, you must notify CVS Caremark directly. Please note that CVS Caremark can update your information for shipping purposes only. CVS Caremark does not ship outside of the United States.

Maintenance Prescriptions

Q: Do I have to use the mail order service to fill my maintenance medications¹?

A: You can fill prescriptions for maintenance medications at either a participating Retail-90 pharmacy or mail order/home delivery. Please contact CVS Customer Care for a list of in-network participating Retail-90 pharmacies.

¹ Maintenance medication is taken regularly for chronic conditions or long-term therapy. A few examples include medications for managing high blood pressure, asthma, diabetes, or high cholesterol.

- Q: Will I be able to automatically refill my maintenance medication if there are refills remaining on the prescription transferred from Express Scripts?**
- A:** You must request the prescription to be filled either by calling Customer Care or requesting online for the medication to be filled by mail order service.
- Q: If I am taking a maintenance medication that is regulated every thirty (30) days until the dosage is right, will I be able to fill my prescriptions at a retail pharmacy until the desired dosage is reached?**
- A: Yes.** Your script will be filled for a 21-day supply at the applicable retail co-pay, not for a 30-day supply. (Note: for each dosing change you will need to have your provider e-scribe the updated prescription to your pharmacy).

Specialty Prescriptions

- Q: How can I fill my specialty medications?**
- A:** Specialty medications must be filled through CVS Specialty pharmacy².
- Through CVS Specialty pharmacy, you also have access to 24/7 support from a care team of specialty trained pharmacists and nurses. The medication sent to any CVS Pharmacy or have your order delivered to your home.
- Q: I was just prescribed specialty medication. How do I get started?**
- A: You can get started effective 01/01/2027.** Call CVS Specialty Care team at **1-855-299-3262** to get enrolled with CVS' Specialty pharmacy. The CVS Specialty Care team will work with your doctor to obtain a prescription and any authorization needed for coverage.
- Q: Will I be able to automatically refill my specialty medication if there are refills remaining on the prescription transferred from Express Scripts?**
- A:** You must request the prescription to be filled by either calling Customer Care or requesting online for the medication to be filled by mail order/home delivery.
- Q: Is there a website for CVS Specialty?**
- A:** Yes, <https://cvsspecialty.com>. There is also a link at the bottom of the <https://caremark.com> home page and a mobile app (search "Health100").
- Q: Can Specialty Drugs still be obtained through mail order?**
- A: Yes.** Depending on the medication, and plan design, members may have the option of either mail order/home delivery or pharmacy pickup. If you have questions regarding your specialty medication you can contact CVS Specialty™ at 1-855-299-3262.

² Where allowed by law. In-store pick up is currently not available in Arkansas, Oklahoma and West Virginia. Specialty delivery options are available where allowed by law. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty, and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify.

FORMULARY and PRIOR AUTHORIZATIONS

Q: Is CVS Caremark's Formulary different?

A: Yes. For the most up-to-date formulary, visit the CVS Caremark website at <https://caremark.com> or the EMHP website, www.emhp.org beginning January 1, 2027. A formulary is a list of preferred drugs that have been shown to be safe, effective and have the best cost value.

Q: Will my current prior authorization on file with Express Scripts transfer over to CVS Caremark?

A: Most prior authorizations will transfer to CVS Caremark. However, once they expire, a new prior authorization will be required. Please note, that some prior authorizations will not automatically transfer, including those for non-formulary drugs or controlled substances or for medications used for multiple conditions where coverage varies.

In December you will receive a personalized letter with instructions on how to continue your medications.

CONTROLLED SUBSTANCES, COMPOUNDS AND SPECIALTY DRUGS

Q: Can controlled substances be obtained through CVS Caremark Mail Service Pharmacy?

A: Yes. If the controlled substance is also a maintenance medication, it may be filled through mail order/home delivery. The prescription must be written for a 90-day supply (subject to state and federal guidelines) with no refills being allowed. A diagnosis must be included on the prescription for the prescription to be filled. For certain opioid medications, a 3-month supply with prior authorization may be permitted. If you are unsure whether your medication is a controlled substance, please call CVS Caremark 1-844-341-0634, 711 (TTY), **after November 1, 2026**, to speak with a customer service advocate to determine if your controlled substance drug(s) can be dispensed through the CVS Caremark Mail Service Pharmacy.

Q: Will prescriptions for compounds or controlled substances transfer to CVS Caremark?

A: No. Compound and controlled substance prescriptions cannot be transferred. You must obtain a new prescription from your physician and submit your prescription to an in-network CVS Caremark Pharmacy. You can find a pharmacy by using the drug cost tool or pharmacy locator tool within the Health100 app or on Caremark.com.

GLP-1 for Weight Loss Medications

Q: How do I get my GLP-1 for weight loss medication?

A: Effective January 1, 2027, Glucagon-Like Peptide-1 ("GLP-1") prescriptions prescribed for weight loss will have a fifty (\$50) dollar co-payment per thirty (30) day supply and be subject to the CVS Weight Loss Management program in order to continue coverage of GLP-1s for weight loss.

Note: Those members who have a diabetes diagnosis will not change.

REFILLS

- Q:** When ordering through the CVS Caremark Mail Service Pharmacy, will my prescriptions be automatically refilled or will I have to order them?
- A:** Your prescriptions will **NOT** be refilled automatically. If this is a new prescription to be filled on or after January 1, 2027, you (or your prescriber) will need to submit your initial mail order prescription. After the first fill, Enrollment and refilling a prescription can be completed either by calling Caremark Customer Care at 1-844-341-0634, or by logging in to your account at <https://caremark.com> or via the “Health100” mobile app.
- Q:** Can I obtain an emergency refill?
- A:** Yes. If you need help getting your medications due to an emergency or natural disaster, visit your local in-network pharmacy or call CVS Caremark Customer Care at 1-844-341-0634. Once approved, CVS Caremark can help you get an immediate refill. In addition, you may call Suffolk County Employee Benefits directly at 631-853-4866 (Monday – Friday 8 A.M. – 4 P.M.) to request assistance with your emergency refill.

WEBSITE

- Q:** How can I access CVS Caremark?
- A:** Yes. Once you register on or after January 1, 2027, you can begin using the CVS Caremark website, <https://caremark.com>. The website offers a secure platform to refill Home Delivery prescriptions, manage your account, obtain drug pricing information and access additional tools. Beginning January 1, 2027, you may use the site to:
- Enroll in text or email reminders for refills and medication adherence;
 - Track prescription status and review previous orders;
 - Document and over-the-counter drugs you take;
 - View your processed prescription claims.

QUESTIONS AND ADDITIONAL INFORMATION

- Q:** If I have questions, issues or just want to learn more about my prescription benefits, can I contact CVS Caremark now?
- A:** You can only start calling beginning **November 1, 2026**, to locate an in-network pharmacy and/or learn more about your prescription benefits. Beginning **January 1, 2027**, you may contact CVS Caremark **24 hours a day, 7 days a week** for member-specific support by calling the phone number on the back of your Aetna member ID card, **1-844-341-0634**.