

Long-term medication supply

INSTRUCTIONS FOR MAIL-ORDER FORM

Getting Started is easy

Ask your doctor	Ask your doctor for a three-month prescription. Note: If you need your prescription filled right away, ask your doctor to write two prescriptions for your long-term medicines: <ol style="list-style-type: none">1. Short-term supply (e.g., one-month) to be filled right away at a participating retail pharmacy2. Maximum day supply allowed (up to a three-month supply) with as many as three refills (if appropriate) to be mailed to CVS Caremark
Complete the form	Complete the order form. You can fill out and print the form online at Caremark.com by clicking on New Prescriptions. Fill out the online form completely to ensure your order is processed promptly.
Mail your form	Mail your form and payment to: CVS Caremark PO Box 659541 San Antonio, TX 78265-9541 Payment options: check, money order, electronic check, credit or debit card. <i>Do not send cash.</i>
Allow up to 10 days	Allow up to 10 days from the day that you submit your order for delivery of your medicine.



Refills

3 ways to refill – Have your benefit ID card handy	<ol style="list-style-type: none">1. Online - Caremark.com is convenient, fast, and easy!2. By Phone – Toll-free Customer Care number on your prescription label for fully automated refill service.3. By Mail – Send your refill request to CVS Caremark at the address listed on the order form. Regular delivery is free. Overnight or second-day delivery is available for an additional charge.
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Packaging and handling

Packaged for safety	<ul style="list-style-type: none">• Your medicine will be mailed to you in plain, tamper-proof packaging.• An order form and a return envelope are included with your order if you have used the paper form to order prescriptions in the past 12 months.• All items in your order typically arrive in one package.• If an item is not available, CVS Caremark will contact you to determine if you want the available items shipped or held until all items are ready.
Special handling	<p>Certain items require special handling and may be shipped by a faster method at no additional cost. In such cases, you may receive a call letting you know your order is being shipped.</p> <ul style="list-style-type: none">• Class II controlled substances and orders exceeding \$10,000 in value require an adult signature upon delivery• Temperature-sensitive items – Packaged and sent using special procedures, including ice packs, coolers, and/or express delivery when necessary

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