

# Mail service prescriptions

Blue Shield of California Promise Health Plan provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. This offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,\* delivered to your home or office, with no charge for shipping. Using mail service can save you money, too. When you order a 90-day supply of covered maintenance drugs through mail service, you may pay the same as the cost of a 30-day supply at a retail pharmacy.

## Filling your prescription through the mail service pharmacy is easy

### Step 1: Register with CVS Caremark®

To receive covered medications from CVS Caremark, you must first register and provide basic information such as your name, shipping address, payment method, and drug allergies. You can register:

- **Online** – At [caremark.com](https://caremark.com).
- **By phone** – Call CVS Caremark at (866) 346-7200 [TTY: 711].
- **By mail** – Print and complete the CVS Caremark mail service order form by going to [blueshieldca.com/promise/calmediconnect/pharmacy](https://blueshieldca.com/promise/calmediconnect/pharmacy).

### Step 2: Send your prescription to CVS Caremark

Once you are registered, CVS Caremark will need your prescription. This can be sent:

- **Electronically** – Ask your doctor to send to CVS Caremark an electronic prescription for a 90-day supply. This is called “e-prescribing” and is the simplest way to send a prescription.
- **By phone or fax** – Request your doctor to submit to CVS Caremark your prescription for a 90-day supply by calling (800) 378-5697 or faxing (800) 378-0323.
- **By mail** – Mail your prescription, completed mail service order form, and applicable mail service copayment to:

CVS Caremark  
P.O. Box 659541  
San Antonio, TX 78265-9541

### Step 3: CVS Caremark delivers

Please allow 10 to 14 business days to receive your covered maintenance medications from CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

\* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical condition.

If you receive notification that there may be a delay in the shipment of your prescription, please contact Member Services at the number on your Blue Shield Promise Health Plan member ID card. A Promise Health Plan representative will assist you in obtaining a sufficient supply of medication from a local network retail pharmacy, so you are not without medication until your mail service prescription arrives. If the delay is more than 14 business days from the date the prescription was ordered from the mail service program, Member Services can coordinate a replacement order.

## Refilling your mail service prescriptions

You can choose to enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program. Once enrolled, you will be notified 7-10 days before the prescription's refill due date. You must provide consent before CVS ships each refill order. There is no cost to enroll in this program and you can opt out of this program at any time.

- **Online** – Sign in to [caremark.com](https://caremark.com) and select the eligible medications listed under the "Manage Prescriptions" page. All eligible medications will have a radio button (or bubble) to select "yes" or "no" for enrollment.
- **By phone** – Call (866) 346-7200. (Members using TTY equipment can order forms by calling TTY: 711.)

## If you don't enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program

You can refill your mail service prescriptions online at [caremark.com](https://caremark.com), by phone, or by mail using the CVS Caremark refill order form included in your last medication shipment and mailing it along with payment to:

CVS Caremark  
P.O. Box 659541  
San Antonio, TX 78265-9541

Blue Shield of California Promise Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Blue Shield of California Promise Health Plan complies with applicable state and federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

ATTENTION: Language assistance services, free of charge, are available to you.  
Call (855) 905-3825 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al (855) 905-3825 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電(855) 905-3825(TTY: 711)

You can get this document for free in other formats, such as large print, braille, and/or audio.  
Call (855) 905-3825 (TTY: 711), 8 a.m. – 8 p.m., seven days a week. The call is free.