



# Your New Pharmacy Benefits Manager



Effective January 1, 2018, the pharmacy benefits manager for all IU-sponsored medical plans transitioned to CVS Caremark. Many aspects of your prescription benefit have remained the same.

- You can still use many of the same pharmacies, not just CVS locations.
- You can still save money with mail order.
- You will still have the same types of online resources to manage your prescriptions.
- In most cases, you won't need to get new prescriptions.

There are some changes that you need to be aware of regarding your pharmacy plan.

- The drug formulary has changed.
- The preventive drug list has changed.
- There is a new option to fill a 90-day supply of maintenance medications at retail CVS locations.

## What Do I Need to Do?

- Review the Prescription plan site at [hr.iu.edu/benefits/rx.html](http://hr.iu.edu/benefits/rx.html) and Frequently Asked Questions below.
- Check the drug formulary and preventive drug list. If you are affected by a change, you may want to consult with your healthcare provider to discuss a therapeutic alternative.
- If you currently have a prescription for a controlled substance, contact your doctor to obtain a new prescription.
- Take your new medical ID card to your pharmacy to update your plan information.

## Why did Indiana University switch prescription drug vendors?

All state-funded educational institutions are mandated by state law to participate in the Indiana Aggregate Purchasing Program (IAPPP) under Indiana Code 16-47-1. Under this legislation, the State of Indiana selects a Prescription Benefit Manager (PBM) and requires IAPPP affiliates to use that PBM and contract. The plan was put out to bid, and CVS Caremark was selected.

## Will the plan's drug formulary change?

Yes. Beginning January 1, 2018, Indiana University adopted the CVS Caremark formulary, which may cause some prescriptions to cost more, or some to cost less. Participants impacted by a change will be notified by CVS by mail. If you are affected by a change, you may want to consult with your healthcare provider to discuss a therapeutic alternative. Visit [hr.iu.edu/benefits/rx.html](http://hr.iu.edu/benefits/rx.html) to view the 2018 drug formulary.

## Will I still be able to use my network retail pharmacy?

Yes. CVS Caremark's network includes major chain pharmacies and most local independent pharmacies, not just CVS locations. You can search for a network pharmacy by visiting [hr.iu.edu/benefits/rx.html](http://hr.iu.edu/benefits/rx.html).

## Where can I find the cost of my prescriptions?

Visit [Caremark.com](http://Caremark.com) or download the CVS Caremark app and select "Check Drug Coverage and Cost".

## Will the preventive drug list change?

Yes. Beginning January 1, 2018, Indiana University adopted the CVS Caremark preventive drug list. If you are affected by a change, you may want to consult with your healthcare provider to discuss a therapeutic alternative. Any changes to the preventive drug list is available at [hr.iu.edu/benefits/rx.html](http://hr.iu.edu/benefits/rx.html).

## If I currently have a drug authorization from my physician, will the authorization be valid with CVS Caremark?

Likely. Your Express Scripts (ESI) drug authorizations will transfer to CVS Caremark with the same authorization end date as you had with ESI. *Please note that some drugs, such as controlled substances, cannot be transferred even if there are existing refills.* For these types of medications, you must obtain a new prescription from your doctor.

## What options are available for lowering and/or containing my medication costs?

There are several options available:

- Talk with your pharmacist or physician about generic and formulary brand name drug alternatives to determine if a less expensive alternative is available. Generic Drugs are required by law to have the same active ingredients, dosage, form, and strength as their brand-name equivalents, but they generally cost less.
- Talk to your pharmacist/provider about less expensive therapeutic equivalent medications.
- Switch from a 30-day to 90-day supply. This option is especially beneficial for those with chronic conditions who might be taking multiple medications. CVS Caremark has both a mail order option and an option to get a 90-day supply at retail when using a CVS pharmacy.

## What happens to my existing mail order prescription?

If your mail-order prescription has refills remaining, it will be transferred to CVS Caremark. Though your remaining refills will transfer, you must contact CVS Caremark for your next mail order refill to be processed. You can do this through [Caremark.com](http://Caremark.com) (you must register at the site before submitting the request) or by calling CVS Caremark at the number listed on your ID card.

You should contact your doctor to obtain a new prescription for the following items:

- Expired prescriptions
- No refills remain
- Drugs considered controlled substances by law (such as Xanax, Ambien, Ritalin, and others)
- Future-fill prescriptions that have not been processed and or are being held for a future date

## CVS Caremark Online Services

Visit [Caremark.com](http://Caremark.com) or download the Caremark app and create an account, which will allow you to:

- Locate a participating pharmacy
- View the drug formulary and preventive drug list
- Request mail-order refills quickly and conveniently
- Check drug availability and cost
- View prescription history
- Check drug interactions
- Learn more about the drugs you take
- Contact a pharmacist

To create your account, click "Register Now" on the home page of [Caremark.com](http://Caremark.com) or the Caremark app. Please have your new medical ID card available.



## Customer Service Contacts

CVS Caremark Member Services: 1-866-234-6952.  
IU Human Resources: 812-856-1234 or [askHR@iu.edu](mailto:askHR@iu.edu)