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

- Request mail service refills quickly and conveniently
- Locate a Network Pharmacy
- 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.
FOREWORD

This Prescription Benefit document describes how to get prescription medications, what medications are covered and not covered, and what portion of the prescription costs you will be required to pay.

CVS Caremark, the Pharmacy Benefit Manager (PBM), manages your prescription drug benefit under a contract with Indiana University (the Plan). CVS Caremark maintains the Preferred Drug list (also known as a Formulary), manages a network of retail pharmacies, and operates the Mail Service and Specialty Drug pharmacies. CVS Caremark, in consultation with the Plan, also provides services to promote the appropriate use of pharmacy benefits, such as review for possible excessive use, recognized and recommended dosage regimens, drug interactions, and other safety measures.

Employees and dependents covered by Indiana University’s prescription drug benefit can use either retail pharmacies or the CVS Caremark Mail Service Pharmacy. The benefit covers most prescription drugs and some OTC items considered preventive under the Health Care Reform Act. Certain medications are subject to limitations and may require prior authorization for continued use.

The benefits described in this booklet are effective as of January 1, 2021.

QUESTIONS?

CVS Caremark may be contacted at:

**CVS Caremark**
P.O. Box 94467, Palatine, IL 60094-4467
**T** (866) 234-6952
**Caremark.com**
CVS Specialty: (800) 237-2767
24/7 TDD: (800) 231-4403

Indiana University may be contacted at:

**IU Human Resources**
420 N. Walnut Street
Bloomington, IN 47404
**T** (812) 856-1234 | **F** (812) 855-3409 | askhr@iu.edu
**hr.iu.edu/benefits**
OBTAINING PRESCRIPTION DRUG BENEFITS

RETAIL PHARMACY NETWORK

The CVS Caremark retail pharmacy network includes many chain and independent pharmacies including (but not limited to) CVS, Wal-Mart, Sam’s Club, Target, Kroger, Williams Brothers, and K-Mart. Walgreens is not part of the network for IU plans. To search for participating pharmacies visit Caremark.com or call 866-234-6952.

To fill your prescription at a network retail pharmacy, present your written prescription from your physician and your ID card to the pharmacist. Alternatively, some physicians send prescriptions to pharmacies electronically, in which case you will only need to present your ID card. You will be charged at the point of purchase for the applicable deductible and/or copay/coinsurance amounts, and the pharmacy will submit your claim for you. If you do not present your ID card, you will have to pay the full retail price of the prescription. If you do pay the full charge, you can request reimbursement using the online claim system through your Caremark.com account, or by submitting a paper Prescription Reimbursement Claim Form to Caremark. An original itemized receipt must be submitted with your claim that contains the following information:

- Pharmacy name and address or Pharmacy NABP number
- Patient’s name
- Prescription number
- Date the prescription was filled
- Medicine NDC number (drug number)
- Metric quantity
- Total charge
- Day’s supply for your prescription
- Prescribing physician’s NPI number

MAIL SERVICE PHARMACY

Through Mail Service, you can receive up to a 90-day supply of many non-specialty maintenance medications. To begin Mail Service delivery, complete the CVS Caremark Mail Service Order Form. You can mail written prescriptions from your physician, or have your physician fax or send the prescription electronically to CVS Caremark. You will need to submit the applicable deductible, coinsurance and/or copay amounts to CVS Caremark when you request a prescription or refill.

Medications are shipped standard delivery at no additional cost. You can track your prescriptions and order refills at Caremark.com or by calling 866-234-6952. Registered pharmacists are available around the clock for consultation.

SPECIALTY DRUGS

Specialty medications are used to treat complex conditions, such as cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis, and rheumatoid arthritis. CVS Specialty offers therapy-specific teams that provide an enhanced level of personalized service to patients with special therapy needs.

Specialty drugs are only covered through mail order, and must be filled through CVS Specialty, subject to a 30-day supply, with the applicable deductible, coinsurance, or copay. Some specialty medications may qualify for third-party copay assistance programs which could lower your out-of-pocket costs for those products. For more information or to order your specialty medications, visit CVSSpecialty.com or call 800-237-2767.

OUT-OF-NETWORK RETAIL PHARMACY

If you visit a non-network retail pharmacy, you are responsible for payment of the entire amount charged and will need to submit a claim for reimbursement through CVS Caremark for consideration.

You are responsible for the applicable deductible, coinsurance, or copay. This is based on the Maximum Allowable Amount as determined by CVS Caremark’s normal or average contracted rate with network pharmacies on or near the date of service.
COVERED SERVICES

PRIOR AUTHORIZATION

Prior Authorization may be required for certain prescription drugs (or the prescribed quantity of a particular drug). Prior Authorization helps promote appropriate utilization and enforcement of guidelines for prescription drug benefit coverage. At the time you fill a prescription, the pharmacist is informed of the Prior Authorization requirement through the pharmacy’s computer system. CVS Caremark may contact your provider if additional information is required to determine whether Prior Authorization should be granted. CVS Caremark communicates the results of the decision to both you and your provider.

If Prior Authorization is denied, written notification is sent to both you and your providers. You have the right to appeal through the appeals process. The written notification of denial you receive provides instructions for filing an appeal.

You, your provider, or pharmacist, may check with CVS Caremark to verify covered prescription drugs, any quantity and/or age limits, prior authorization, or other requirements. To ask if a drug requires Prior Authorization, contact CVS Caremark at the Customer Service telephone number on the back of your ID card.

FORMULARY OR PREFERRED DRUG LIST

A formulary is a list of commonly prescribed medications from which your physician may choose to prescribe. The formulary is designed to inform you and your physician about quality medications that, when prescribed in place of other non-formulary medications, can help contain the increasing cost of prescription drug coverage while maintaining the high quality of care.

You may request a copy of the preferred drug list or formulary by calling CVS Caremark at the Customer Service telephone number on the back of your ID card or view the list online at Caremark.com. The preferred drug list is subject to periodic review and amendment and the inclusion of a drug or related item on the preferred drug list is not a guarantee of coverage.

CVS Caremark may contact you or your prescribing physician to make you aware of preferred alternatives. Therapeutic interchange may also be initiated at the time the prescription is dispensed. The therapeutic interchange drug list is subject to periodic review and amendment. No change in the medication prescribed for you will be made without you, or your physicians’ approval.

For questions or issues involving therapeutic drug substitutes, contact CVS Caremark at 866-234-6952.

STEP THERAPY

Step therapy protocol means that a member may need to use one type of medication before another. If physician approved, the more cost-effective medication will be dispensed. If the physician does not approve and prefers a non-preferred drug, prior authorization is needed.

SPECIALTY PHARMACY NETWORK

“Specialty Drugs” are (A) used to treat complex conditions such as cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis, and rheumatoid arthritis; (B) Are typically injected, infused or require close monitoring by a physician or clinically trained individual; or (C) Have limited availability, special dispensing and delivery requirements, and/or require additional patient support. CVS Specialty offers:

- Expedited scheduled delivery to the location you choose (your home, doctor’s office, outpatient clinic), and free supplies to administer your medication (e.g., needles, syringes).
- Individualized support from trained nurses and patient care representatives.
- 24/7 access to registered pharmacists for questions.

CVS Specialty must be used to fill specialty drug prescription orders, subject to a 30-day supply, with the applicable deductible, coinsurance, or copay. For more information or to order specialty medications, call 800-237-2767.
Covered Prescription Drug Benefits

Prescription drugs, unless otherwise stated below, must be medically necessary and not experimental/investigative, in order to be covered services. For certain prescription drugs, the prescribing physician may be asked to provide additional information before CVS Caremark and/or the plan can determine medical necessity. The plan may, in its sole discretion, establish quantity and/or age limits for specific prescription drugs. If your medication is in a category not covered by the prescription drug benefit, please check with your medical carrier as it may be covered by that benefit.

Covered services will be limited based on medical necessity, quantity and/or age limits established by the plan, or utilization guidelines. Covered Prescription drug benefits include:

- Certain OTC medications as indicated under the Affordable Care Act*
- Certain supplies and equipment are covered such as diabetic test strips, lancets, swabs, glucose monitors, and inhaler spacers. If certain supplies, equipment or appliances are not available through the prescription benefit, they may be available through the medical benefit.
- Contraceptive devices
- Contraceptive drugs: oral, transdermal, intravaginal, and injectable
- Non-insulin needles and syringes
- Immunizations covered under the Affordable Care Act*
- Influenza immunizations
- Injectable insulin and needles and syringes used for administration of insulin
- Injectables unless otherwise noted as benefit exclusions
- Prescription and some OTC smoking cessation drugs**
- Prescription legend drugs
- Prescription medical foods such as nutritional supplements, infant formulas, supplements for inherited metabolic diseases (including PKU)
- Prescription vitamins including prescription fluoride supplements as well as those covered under the Affordable Care Act*

Non-Covered Prescription Drug Benefits

Non-covered prescription drug benefits include:

- Allergy sera
- Blood and blood plasma products except for hemophilia factors
- Compounds
- Drugs for treatment of sexual or erectile dysfunctions or inadequacies, regardless of origin or cause
- Drug treatment related to infertility
- Estriol compounds
- Experimental/Investigative drugs
- Medications used for cosmetic purposes only such as hair growth stimulants
- Over-the-counter drugs and vitamins, except insulin and those covered under the Affordable Care Act*
- Over the counter homeopathic or herbal medicines

* Certain prescription and OTC medications are considered preventive by the Affordable Care Act and are covered by the benefit. A prescription is required to obtain these preventive medications through your prescription benefit.

** Tobacco cessation prescriptions and nicotine replacement products considered preventive are covered 100% (no deductible). For an individual, the maximum allowable benefit for tobacco-cessation medications on your preventive prescription drug list filled at retail or mail service pharmacies is a 168-day supply every year. After you reach the drug specific maximum allowable preventive benefit, the deductible will apply.

Deductible/Coinsurance/Copay

Each prescription order may be subject to a deductible and coinsurance/copay. If the prescription order includes more than one covered drug, a separate coinsurance/copay will apply to each drug.
The amount you pay for your prescription drugs will be no less than the minimum copay (unless the usual and customary retail price is less than the minimum copay) and it will be no more than the lesser of your scheduled copay/coinsurance amount or the maximum allowable amount.

Please see the Schedule of Benefits for any applicable deductible and coinsurance/copay. You are responsible for all deductibles and/or copay/coinsurance amounts. If you receive covered services from a non-network pharmacy, a separate deductible and coinsurance/copay amount may also apply.

**DAY’S SUPPLY**

The number of day’s supply of a drug that you may receive is limited. The day’s supply limit applicable to prescription drug coverage is shown in the Schedule of Benefits. Day’s supply may be less than the amount shown in the Schedule of Benefits due to prior authorization, quantity limits, and/or age limits and utilization guidelines.

If you are going on vacation and you need more than the day’s supply allowed for a retail prescription under this plan, talk with your retail pharmacist. If your prescription is through mail service, call CVS Caremark Mail Service Pharmacy and request an override for one additional refill. This will allow you to fill your next prescription early. If you require more than one extra refill, please call the Customer Service telephone number on the back of your ID card.

**TIERS**

CVS Caremark classifies prescriptions by tiers: generic (Tier 1), preferred (Tier 2) and non-preferred (Tier 3). In a traditional medical plan (i.e. not an HDHP plan), your copay/coinsurance amount may vary based on what tier the prescription drug has been classified by the plan, including covered specialty drugs.

The determination of tiers is made based upon clinical information, and, where appropriate, the cost of the drug relative to other drugs in its therapeutic class or used to treat the same or similar condition, the availability of over-the-counter alternatives, and certain clinical economic factors.

For high deductible health plans (HDHPs) the deductible/coinsurance amount does not vary based on tiers.

<table>
<thead>
<tr>
<th>Tier</th>
<th>Drug Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Generally includes <em>generic</em> prescription drugs.</td>
<td>$</td>
</tr>
<tr>
<td>2</td>
<td>Generally includes <em>preferred brand name</em> or <em>generic drugs</em> that based upon their clinical information, and where appropriate, cost considerations are preferred relative to other drugs.</td>
<td>$$</td>
</tr>
<tr>
<td>3</td>
<td>Generally includes <em>non-preferred brand name or generic drugs</em> that based upon their clinical information, and where appropriate, cost considerations are not preferred relative to other drugs in lower tiers.</td>
<td>$$$</td>
</tr>
</tbody>
</table>

**PAYMENT OF BENEFITS**

The amount of benefits paid is based upon whether you receive the drug from a retail pharmacy, Mail Service Pharmacy, Specialty Pharmacy, or a non-network retail pharmacy. It is also based upon the Tier classification for the prescription drug or specialty drug. Please see the Schedule of Benefits for the applicable amounts, and for applicable limitations on number of days supply. The plan retains the right at its discretion to determine coverage for dosage formulations in terms of covered dosage administration methods (for example by mouth, injections, topical or inhaled) and may cover one form of administration and exclude or place other forms of administration on other tiers.

No payment will be made by the plan for any covered service unless the negotiated rate exceeds any applicable deductible and/or copay/coinsurance for which you are responsible.
SCHEDULE OF BENEFITS

The Schedule of Benefits is a summary of the deductibles, maximums, and other limits that apply to services obtained from a provider. Please refer to the “Covered Services” section of this booklet for a more complete explanation of the specific services covered by the plan. All covered services are subject to the conditions, exclusions, limitations, terms and provisions of this booklet.

**Plan Year:** Benefits are based on a calendar plan year, January 1 to December 31.

**Dependent Age Limit:** Age 25 or under (eligibility ends at the end of the month in which the child reaches age 26), unless the dependent qualifies for Disabled Child Eligibility.

**Lifetime Maximums:** None

**Pre-Existing Condition Limitations:** None

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### IU HEALTH HIGH DEDUCTIBLE HEALTH PLAN (HDHP)

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network—Member Pays</th>
<th>Out-of-Network—Member Pays</th>
</tr>
</thead>
</table>
| Retail Prescriptions (Up to 30-day supply) or (Up to 90-day supply at CVS Pharmacies) | 20% after deductible¹  
Specialty Drugs² are not covered at retail  
No deductible or coinsurance on most contraceptives. | No Coverage |
| Mail Order (Up to 90-day supply)       |                         |                            |
| Specialty Drugs² (Up to 30-day supply) |                         |                            |

**Deductible** (combined in-network prescription + medical):
- $2,700 employee-only/$5,400 all other coverage levels
- Prescription drug coinsurance is subject to the deductible

**Out-of-Pocket Maximum** (combined in-network prescription + medical):
- $3,400 employee-only/$6,800 all other coverage levels
- Prescription drug coinsurance is subject to the out-of-pocket maximum; once the member and/or family out-of-pocket limit is satisfied, no additional coinsurance is required for the remainder of the calendar year.

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¹ No deductible on preventive prescriptions. For drug list, visit hr.iu.edu/benefits/rx.html.
² Specialty Drugs are high cost, scientifically engineered drugs that are usually injected or infused. These are only covered through CVS Specialty.
### ANTHEM HIGH DEDUCTIBLE HEALTH PLAN (HDHP)

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network—Member Pays</th>
<th>Out-of-Network—Member Pays</th>
</tr>
</thead>
</table>
| Retail Prescriptions (Up to 30-day supply) or (Up to 90-day supply at CVS Pharmacies) | 20% after deductible\(^1\)  
Specialty Drugs\(^2\) are not covered at retail  
No deductible or coinsurance on most contraceptives | 40% after deductible |
| Mail Order (Up to 90-day supply) | Speciality Drugs\(^2\) (Up to 30-day supply)           | No coverage |

**Deductible** (combined in-network prescription + medical):
- $1,700 employee-only/$3,400 all other coverage levels
- Prescription drug coinsurance is subject to the deductible

**Out-of-Pocket Maximum** (combined in-network prescription + medical):
- $3,400 employee-only/$6,800 all other coverage levels
- Prescription drug coinsurance is subject to the out-of-pocket maximum; once the member and/or family out-of-pocket limit is satisfied, no additional coinsurance is required for the remainder of the calendar year.

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1 No deductible on preventive prescriptions. For drug list, visit hr.iu.edu/benefits/rx.html.
2 Specialty Drugs are high cost, scientifically engineered drugs that are usually injected or infused. These are only covered through CVS Specialty.

### ANTHEM PPO $500 DEDUCTIBLE PLAN

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network—Member Pays</th>
<th>Out-of-Network—Member Pays</th>
</tr>
</thead>
</table>
| **Tier 1** (Generic\(^1\)) | Retail (30-day supply) — $8  
Retail at CVS Pharmacies (90-day supply) — $20  
Mail Order (90-day supply) — $20 | 50% coinsurance plus amounts above the network’s discounted price |
| **Tier 2** (Preferred Brand) | Retail (30-day supply) — $25  
Retail at CVS Pharmacies (90-day supply) — $62  
Mail Order (90-day supply) — $62 | |
| **Tier 3** (Non-Preferred Brand) | Retail (30-day supply) — $45  
Retail at CVS Pharmacies (90-day supply) — $112  
Mail Order (90-day supply) — $112 | |
| **Specialty Drugs**\(^2\) (30-day supply) | Tier 1 (Generic\(^1\)) — $20  
Tier 2 (Preferred Brand) — $62  
Tier 3 (Non-preferred Brand) — $112 | No Coverage |

**Three-tier Prescription Copays**: Within the brand and generic categories drugs are assigned a copay “tier” based on cost and therapeutic value compared to other drugs. Tier 1 drugs are generics; Tier 2 are preferred brands; Tier 3 drugs include non-preferred brand drugs.

**Deductible**: 
- No deductible applies
- No deductible or copay on most contraceptives

**Out-of-Pocket Maximum**\(^3\) (in-network prescription only):
- $6,150 employee-only/$9,900 all other coverage levels

---

1 For a brand drug with a generic version available: member pays generic copay plus the cost difference between the brand and generic.
2 Specialty Drugs are high cost, scientifically engineered drugs that are usually injected or infused. These are only covered through CVS Specialty.
3 Medical expenses do not count toward prescription out-of-pocket maximum
### ANTHEM IU RESIDENT PPO PLAN

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network—Member Pays</th>
<th>Out-of-Network—Member Pays</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tier 1</strong> (Generic)</td>
<td>Retail (30-day supply) — $10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $25</td>
<td>50% coinsurance plus amounts above the network’s discounted price</td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $25</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 2</strong> (Preferred Brand)</td>
<td>Retail (30-day supply) — $25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $60</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $60</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 3</strong> (Non-Preferred Brand)</td>
<td>Retail (30-day supply) — $75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $180</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $180</td>
<td></td>
</tr>
<tr>
<td>Specialty Drugs</td>
<td>Tier 1 (Generic) — $25</td>
<td>No Coverage</td>
</tr>
<tr>
<td>(30-day supply)</td>
<td>Tier 2 (Preferred Brand) — $60</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tier 3 (Non-preferred Brand) — $180</td>
<td></td>
</tr>
</tbody>
</table>

**Three-tier Prescription Copays**: Within the brand and generic categories drugs are assigned a copay “tier” based on cost and therapeutic value compared to other drugs. Tier 1 drugs are generics; Tier 2 are preferred brands; Tier 3 drugs include non-preferred brand drugs.

**Deductible**:  
- No deductible applies  
- No deductible or copay on most contraceptives

**Out-of-Pocket Maximum**: (in-network prescription only):  
- $6,750 employee-only/$12,300 all other coverage levels

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### ANTHEM GRADUATE APPOINTEE (GA) PPO PLAN

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network—Member Pays</th>
<th>Out-of-Network—Member Pays</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tier 1</strong> (Generic)</td>
<td>Retail (30-day supply) — $8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $20</td>
<td>50% coinsurance plus amounts above the network’s discounted price</td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $20</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 2</strong> (Preferred Brand)</td>
<td>Retail (30-day supply) — $25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $62</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $62</td>
<td></td>
</tr>
<tr>
<td><strong>Tier 3</strong> (Non-Preferred Brand)</td>
<td>Retail (30-day supply) — $45</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retail at CVS Pharmacies (90-day supply) — $112</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mail Order (90-day supply) — $112</td>
<td></td>
</tr>
<tr>
<td>Specialty Drugs</td>
<td>Tier 1 (Generic) — $20</td>
<td>No Coverage</td>
</tr>
<tr>
<td>(30-day supply)</td>
<td>Tier 2 (Preferred Brand) — $62</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tier 3 (Non-preferred Brand) — $112</td>
<td></td>
</tr>
</tbody>
</table>

**Three-tier Prescription Copays**: Within the brand and generic categories drugs are assigned a copay “tier” based on cost and therapeutic value compared to other drugs. Tier 1 drugs are generics; Tier 2 are preferred brands; Tier 3 drugs include non-preferred brand drugs.

**Deductible**:  
- No deductible applies  
- No deductible or copay on most contraceptives

**Out-of-Pocket Maximum**: (in-network prescription only):  
- $6,150 employee-only/$12,300 all other coverage levels

---

1. For a brand drug with a generic version available: member pays generic copay plus the cost difference between the brand and generic.
2. Specialty Drugs are high cost, scientifically engineered drugs that are usually injected or infused. These are only covered through CVS Specialty.
DEFINITIONS

Coinsurance
The member’s share of the cost of a covered service after the deductible is met, calculated as a percentage (for example 20%).

Copay
A fixed amount (for example $8) paid for a covered service.

Deductible
The dollar amount of covered services an individual must pay each plan year before the plan begins reimbursement.

Mail Service
A convenient means of obtaining maintenance medications by mail. Covered prescription drugs are ordered directly from the licensed Mail Service Pharmacy, and sent directly to your home.

Maintenance Medication
Drugs generally taken on a long-term basis for conditions such as high blood pressure and high cholesterol.

Member
Any person covered under the plan, including the employee, a spouse, or a child. Sometimes also referred to as enrollee or participant.

Network Specialty Pharmacy
A pharmacy that has entered into a contractual agreement or is otherwise engaged by the plan to render Specialty Drug services, or with another organization that has an agreement with the plan, to provide Specialty Drug services and certain administrative functions to you for the Specialty Pharmacy network.

Pharmacy
An establishment licensed to dispense prescription drugs and other medications through a duly licensed pharmacist upon a physician’s order. A pharmacy may be a network provider or a non-network provider.

Prescription Legend Drug/Prescription Drug
A medicinal substance that is produced to treat illness or injury and is dispensed to patients. Under the Federal Food, Drug, and Cosmetic Act, such substances must bear a message on its original packaging label that states “Caution: Federal law prohibits dispensing without a prescription.”

Specialty Drugs
High cost medications used to treat chronic, complex, and/or rare disease states generally requiring clinical assessment to optimize safety and adherence. Specialty drugs are often, but not only, given by injection or infusion, and may require special handling, storage, and/or administration. These drugs are covered only through CVS Specialty Pharmacy.

GRIEVANCE & APPEALS

To formally lodge a complaint with CVS Caremark, call 866-234-6952. Your initial response will be addressed by a Customer Service Representative.

Your concerns will be logged into CVS Caremark’s Customer Service Contact System. Unresolved complaints will be escalated to a customer service resolution expert or to a supervisor. You can also request that your issue be escalated.

If your issue is still not resolved to your satisfaction, you have the right to file a formal appeal either verbally by phone, by mail, or by fax. You will receive a follow-up phone call and/or letter regarding resolution of your issue.

Telephone: File an appeal verbally at 866-234-6952.
Fax: File appeals via fax at 866-443-1172.
Indiana University’s Health Care Plans Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Effective Date: April 14, 2003
Updated: February 5, 2020

As the Plan Sponsor of employee health care plans, Indiana University is required by law to maintain the privacy and security of your individually identifiable health information. We protect the privacy of that information in accordance with federal and state privacy laws, as well as the university’s policy. We are required to give you notice of our legal duties and privacy practices, and to follow the terms of this notice currently in effect.

This notice applies to all employees covered under an IU-sponsored health plan, but particularly those enrolled in IU self-funded plans.

How the Plan May Use and Disclose Protected Health Information about Members

Protected Health Information (PHI) is health information that relates to an identified person’s physical or mental health, provision of health care, or payment for provision of health care, whether past, present or future and regardless of the form or medium, that is received or created by the Plan in the course of providing benefits under these Plans.

The following categories describe different ways in which Indiana University uses and discloses health information. For each of the categories Indiana University has provided an explanation and an example of how the information is used. Not every use or disclosure in a category will be listed. However, all of the ways Indiana University is permitted to use and disclose information will fall within one of the categories.

Treatment

Health information may be reviewed to provide authorization of coverage for certain medical services or shared with providers involved in a member’s treatment. For example, the Plan may obtain medical information from or give medical information to a hospital that asks the Plan for authorization of services on the member’s behalf, or in conjunction with medical case management, disease management, or therapy management programs.

Payment

Medical information may be used and disclosed to providers so that they may bill and receive payment for a member’s treatment and services. For example, a member’s provider may give a medical diagnosis and procedure description on a request for payment made to the Plan’s claim administrator; and the claim administrator may request clinical notes to determine if the service is covered. Similarly, a physician may submit medical information to a Business Associate for purposes of administering wellness program financial incentives. Medical information may also be shared with other covered entities for business purposes, such as determining the Plan’s share of payment when a member is covered under more than one health plan.

Explanations of Payments may be mailed to the physical or email address of record for the employee, the primary insured.

Uses & Disclosures Requiring Your Written Authorization

In all situations, other than the categories described above, we will ask for your written authorization before using or disclosing personal information about you. The Plan will not share member information for marketing purposes, including subsidized treatment communications, or the sale of member information without written permission. Members can also opt-out of fundraising communications with each solicitation. If you have given us an authorization, you may revoke it at any time. This revocation does not apply to any uses or disclosures already made in reliance on the authorization.
Mental health information, including psychological or psychiatric treatment records, and information relating to communicable diseases are subject to special protections under Indiana law. Release of such records or information requires written authorization or an appropriate court order.

### Member Rights Regarding Protected Health Information

**Right to Inspect and Copy**
Members have the right to inspect and obtain a copy of the Protected Health Information maintained by the Plan including medical records and billing records.

To inspect and copy PHI, members must submit a request to the plan administrator. Requests to inspect and copy PHI may be denied under certain circumstances. If a member’s request to inspect and copy has been denied, written documentation stating the reason for the denial will be sent to the member.

**Right to Amend**
Members have the right to request an amendment to PHI if they feel the medical information is incorrect for as long as the information is maintained.

To request an amendment, members must submit requests, along with a reason that supports the request, in writing to the plan administrator.

The Plan may deny a member’s request for an amendment if it is not in writing or does not include a reason to support the request. Additionally, the Plan may deny a member’s request to amend information that:
- Is not part of the information maintained by the Plan
- Is accurate and complete

**Right to an Accounting of Disclosures**
Members have the right to an accounting of PHI disclosures during the six years prior to the date of a request.

To request an accounting of disclosures, members must submit requests in writing to the plan administrator. Requests may not include permitted PHI disclosures made to carry out treatment, payment, or health care operations included in the six categories listed above. The member's written request must include a date or range of dates and may not include any dates before the April 14, 2003, compliance date.

**Right to Request Restrictions**
Members have the right to request restrictions on certain uses and disclosures of Protected Health Information to carry out treatment, payment, or health care operations. Members also have the right to request a limit on the information the Plan discloses to someone who is involved in the payment of your care; for example: a family member covered under the plan.

The Plan is not required to agree to your request. To request restrictions, members must submit requests in writing to the plan. Requests must include the following: (1) information the member wants to limit; (2) whether the member wants to limit the use, disclosure or both; and (3) to whom the member wants the limit to apply, for example, disclosures to a spouse.

**Right to Request Confidential Communications**
Members have the right to request that the Plan communicate with them about health information in a certain way or at a certain location. For example, asking that the Plan contact a member only at work.

To request confidential communications, members must submit requests in writing to the health plan administrator and must include where and how members wish to be contacted. The Plan will accommodate all reasonable requests.

### Right to Receive Breach Notification

If the Plan components or any of its Business Associates or the Business Associate’s subcontractors experiences a breach of health information (as defined by HIPAA laws) that compromises the security or privacy of health information, members will be notified of the breach and any steps members should take to protect themselves from potential harm resulting from the breach.

### Right to a Copy of This Notice

Members have the right to a copy of this Notice by e-mail. Members also have the right to request a paper copy of this notice. To obtain a copy, please contact the Privacy Administrator or visit hr.iu.edu/benefits/privacynotice.pdf.

### Changes Made to This Notice

The Plan reserves the right to change or notice effective for Protected Health Information the Plan already has about members as well as any information received in the future. The new notice will be available on our web site, upon request, or by mail.

### Right to File a Complaint

If a member believes that their privacy rights have been violated, they may file a complaint to the Privacy Administrator with Indiana University’s Health Care Plans, see contact information below.

Members may file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to: 200 Independence Avenue S.W., Washington, D.C., 20211; calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.

Indiana University will not retaliate against any member for filing a complaint.

### Contact Information

Members may contact the health plan with any requests, questions or complaints. We will respond to all inquiries within 30 days after receiving a written request. The Plan will accommodate all reasonable requests.

Privacy Administrator
Poplars E165
400 E. Seventh Street
Bloomington, Indiana 47405-3085
812-856-1234 | askHR@iu.edu

### Personal Representatives

Members may exercise their rights through a personal representative. This person will be required to produce evidence of his/her authority to act on a member’s behalf before they will be given access to PHI or allowed to take any action for a member. Proof of this authority may be one of the following forms:
- A power of attorney notarized by a notary public;
- A court order of appointment of the person as the conservator or guardian of the individual; or
- An individual who is the parent of a minor child.