



Begin your Caremark Mail Service Program today.

The Caremark Mail Service Program is a cost-effective, convenient choice for your long-term/maintenance medications.

- **Cost Effective Solution** - You will receive up to a 90-day supply for a cost that will be equal to the cost you would pay for a 60-day supply at a retail pharmacy.
- **Safe and Reliable Delivery** - Prescription drugs are mailed to your home or any location of your choice.
- **Privacy** - The mailing label does not show that the package comes from a Caremark Mail Service Pharmacy – only the return address is listed.

Here's all you have to do to start your Caremark Mail Service Program for your long-term or maintenance medication:

- **Request your doctor write a new prescription** for your long-term/maintenance medication indicating a 90-day supply with 3 refills.
- **Complete a Caremark Mail Order Form** and mail it to Caremark at PO Box 659529, San Antonio, Texas 78265-9529 in the envelope included. Include a check or money order as payment or complete the credit card information section of the order form.
- **If your current supply of medication will be used within the next 2-3 weeks,** ask your physician to write a 30-day prescription to be filled at a local retail pharmacy.

After you receive your first prescription for a medication through Caremark Mail Service, obtaining refills is easy with these options:

INTERNET - Log on to www.caremark.com anytime, 7 days a week to:

1. Order prescription refills.
2. Verify drug coverage and payment.
3. Check the order status of prescriptions filled by Caremark's Mail Service Pharmacy.



PHONE

1. Call your Caremark Customer Service toll free number 1-800-378-0716 and select Option "1" from the menu.
2. Enter the Primary Participant ID, then the last two digits of the Primary Participant's date of birth and follow the menu.
3. To be connected with a Customer Care Representative, Press "0".



MAIL

1. Affix the Order Refill label, received with your most recent fill of medication, to the Mail Service order form.
2. Determine the amount of your payment and, if necessary, include payment with the order form.
3. Return the completed form, order refill label, and payment to Caremark in a Mail Service order form envelope provided with your last prescription fill.



An important reminder – Using the mail service program for your long-term/maintenance medications is very convenient and saves you money on your copayments. It also saves your employer and you money by helping to control the cost of health insurance premiums. If you have any questions please call SIHO Member Services at 812/378-7070 or 800-443-2980.