Frequently Asked Questions for Retiree Pharmacy Manager Change

The answers to the following questions should assist you in the transition from Express Scripts to CVS Caremark® or SilverScript® in 2021. If you have additional questions, please contact our Benefits Specialists at (855)822-8901 or email retiree@uchicago.edu, Monday through Friday from 8:30 a.m. to 4:30 p.m.

General Questions

Who will be administering the retiree pharmacy coverage in 2021?
Effective January 1, 2021, the University will transition Retirees to the CVS contract used by our active employees. The non-Medicare eligible Retirees will be covered by CVS Caremark. The Medicare-eligible Retirees will be covered by SilverScript. CVS contracts with SilverScript to administer the Medicare Part D program.

Will I need to get all new mail order prescriptions?
Express Scripts (ESI) will transfer most mail order and specialty pharmacy prescriptions to CVS/SilverScript. ESI cannot transfer prescriptions with no refills, expired prescriptions, or prescriptions for controlled medications.

How do I contact customer service?
If you are a Medicare eligible Retiree, you can contact SilverScript at (833)958-2658. If you are a non-Medicare eligible Retiree, you can contact CVS at (866)873-8632.

Medicare Eligible Retirees

Will I need to change my retail pharmacy to continue to get a 90-day supply?
No, Medicare eligible Retirees can get a 30-day or a 90-day prescription at any network pharmacy. However, you will pay lower copays if you get a 90-day supply at a CVS, CVS Target, Long’s or mail-order pharmacy. If you would like to move to a 90-day supply, please reach out to your doctor or contact CVS SilverScript Customer Care at (833)958-2658.

Will I need a new Prior Authorization?
Express Scripts (ESI) is unable to transfer Prior Authorizations on non-formulary drugs according to guidelines set by the Center for Medicare Services. Members who have Prior Authorizations for medications they are currently taking will need to get new authorizations and can begin this process by contacting CVS SilverScript Customer Care at (833)958-2658. Customer Care is available 24 hours a day, 7 days a week.

What will happen if my Prior Authorization is not approved in time?
Medicare eligible Retirees can get a 31-day supply of any non-formulary drug they are currently taking, at retail or mail pharmacies, within the first 90 days of enrollment in the plan. This transition fill policy is in place to make sure that members have enough time to obtain any Prior Authorizations or Exceptions needed to fill prescriptions.
Non-Medicare Eligible Retirees

Will I need to change my retail pharmacy to continue to get a 90-day supply?
Non-Medicare eligible Retirees can get a 30-day prescription at any network pharmacy. However, if you are currently receiving a 90-day supply of a drug at a Walgreens retail pharmacy you will have to move your prescription to a CVS Pharmacy or to CVS Mail Order to continue filling a 90-day supply. If you need to transfer a prescription, you can call (866)873-8632 or visit [www.Caremark.com/MoveMyMeds](http://www.Caremark.com/MoveMyMeds).

What communications can I expect to receive?
CVS will be sending out letters to you and/or your provider throughout the end of the 2020 calendar year. Around late November/early December, you will receive mailings if you are:
- Filling at an out of network pharmacy
- Filling a medication that is not covered by the plan
- Filling a specialty medication
- Filling a medication that requires a prior authorization/subject to quantity limits

You will also receive a welcome kit that contains information about the plan as well as new ID cards around early December.

What if I am currently using a medication that requires a Prior Authorization?
CVS will honor current Prior Authorizations approved by Express Scripts and will be loaded in place by January 1st. Your Prior Authorization will be valid through the date approved by Express Scripts. When your Prior Authorization is close to expiration, CVS will send letters to you and your provider and will assist in outreaching your doctor to initiate the Prior Authorization process.

What if I am taking a specialty medication?
All specialty medications are required to be filled through CVS Specialty Pharmacy except for select medications that CVS Specialty cannot fill. CVS is assisting in transferring your specialty prescriptions. You will receive a letter in the mail notifying you of this update as well as a phone call from CVS Specialty Pharmacy prior to January 1, 2021 to help get started with CVS Specialty. You can contact CVS Specialty Pharmacy at (800)237-2767.
Side by Side Transition Comparison

The transition will work slightly differently for the Non-Medicare and Medicare eligible Retirees. This is because the Medicare eligible Retirees have coverage that is approved to work with a Medicare Part D plan. This chart illustrates the difference between the Medicare and Non-Medicare coverage.

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<th>Non-Medicare Eligible Retirees</th>
<th>Medicare Eligible Retirees</th>
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<tbody>
<tr>
<td>Pharmacy Carrier</td>
<td>CVS Caremark (Group # - 7299)</td>
<td>SilverScript (Group # - 9582)</td>
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<td>Formulary Name</td>
<td>CVS Advance Control Formulary</td>
<td>SilverScript Formulary</td>
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<td>Customer Service Number</td>
<td>You can contact CVS at (866)873-8632.</td>
<td>You can contact SilverScript at (833)958-2658.</td>
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<td>Mail Order Prescription Transition</td>
<td>Express Scripts (ESI) will transfer most mail order and specialty pharmacy prescriptions to CVS. ESI cannot transfer prescriptions with no refills, expired prescriptions, or prescriptions for controlled medications.</td>
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<td>Retail Pharmacy Transition</td>
<td>Non-Medicare eligible Retirees can get a 30-day prescription at any network pharmacy. However, if you are currently receiving a 90-day supply of a drug at a Walgreens retail pharmacy you will have to move your prescription to a CVS Pharmacy or to CVS Mail Order to continue filling a 90-day supply.</td>
<td>Medicare eligible Retirees can get a 30-day or a 90-day prescription at any network pharmacy. However, you will pay lower copays if you get a 90-day supply at a CVS, CVS Target, Long’s or mail-order pharmacy.</td>
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<td>Prior Authorization Transfers</td>
<td>CVS will honor current Prior Authorizations approved by Express Scripts and will be loaded in place by January 1st. Your Prior Authorization will be valid through the date approved by Express Scripts. When your Prior Authorization is close to expiration, CVS will send letters to you and your provider and will assist in outreaching your doctor to initiate the Prior Authorization process.</td>
<td>Express Scripts (ESI) is unable to transfer Prior Authorizations on non-formulary drugs according to guidelines set by the Center for Medicare Services. Members who have Prior Authorizations for medications they are currently taking will need to get new authorizations and can begin this process by contacting CVS SilverScript Customer Care at (833)958-2658.</td>
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<td>Maintenance Choice Program</td>
<td>Non-Medicare Eligible Retirees</td>
<td>Medicare Eligible Retirees</td>
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<td>After your second fill of your maintenance medication you will have to either: • Move your prescription to a 90-day supply at CVS Mail Order/Retail Pharmacy. or • Contact CVS Customer Care to opt out of Maintenance Choice which will allow you to continue filling a 30-day supply at any network pharmacy. <strong>IF YOU DO NOT OPT OUT OR MOVE TO A 90 DAY SUPPLY, YOUR MEDICATIONS WILL NOT BE COVERED</strong> Beginning January 1, 2021, you will begin receiving letters notifying you that you are nearing the fill limit as well as how to either opt out or move to a 90-day supply. You can begin opting out of Maintenance Choice in mid-December by calling CVS Customer Care at: (866)873-8632</td>
<td>You can get 90-day prescription at any network pharmacy. However, you will pay lower copays if you get a 90-day supply at a CVS, CVS Target, Long’s or mail-order pharmacy. You will not need to use the Opt-out process to continue to get your maintenance prescription filled at a retail pharmacy.</td>
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<td>Communications</td>
<td>CVS will be sending out letters to you and/or your provider throughout the end of the 2020 calendar year. Around late November/early December, you will receive mailings if you are: • Filling at an out of network pharmacy • Filling a medication that is not covered by the plan • Filling a specialty medication • Filling a medication that requires a prior authorization/subject to quantity limits You will also receive a welcome kit that contains information about the plan as well as new ID cards around early December.</td>
<td>You will receive 2 welcome kits once you are enrolled in SilverScript. The first will include your new ID Cards and your enrollment confirmation letter. The second will include an abridged formulary, a pharmacy directory, your evidence of coverage letter, and some forms that will assist in setting up mail order prescriptions. You may also receive a letter if there is a change to your drug as a result of the move to SilverScript. The letter will explain the change and provide you with your coverage options.</td>
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<td>Sample ID Cards</td>
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<td><strong>Non-Medicare Eligible Retirees</strong></td>
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**Sample ID Card**

**Prescription Drug Plan Administered by**
CVS Caremark Part D Services, LLC

**RXBIN:** 004336  
**RXPCN:** MEDDADV  
**RXGRP:** RXCVSD  
**ISSUER:** (80840): 9151014609  
**ID:** G9C00001  
**NAME:** JOHN Q SAMPLE

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**Visit Caremark.com for easy refills, timesaving tools and more.**

Present this prescription card to fill your prescription at any participating retail pharmacy.

**Customer Care**

Pharmacy Help Desk

Representative: 1-866-873-8632  
For Pharmacists: 1-800-364-6331

Submit paper claims to:

CVS Caremark Claims Department

P.O. Box 52136  
Phoenix, AZ 85072-2136

7209-9D-9417

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**SilverScript**

Customer Care:

1-xxx-xxx-xxxx  
24 hours a day, 7 days a week  
TTY: 711

Pharmacy Help Desk

For Providers:

1-800-950-4820

Caremark.com

Claims administered by CVS Caremark Part D Services, LLC.