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.

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.

What formulary will I need to use?
The non-Medicare eligible Retirees will use the CVS Advance Control Formulary. This is the same formulary used by the Maroon PPO. The Medicare-eligible Retirees will use the SilverScript formulary.

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.

Will I need to change my retail pharmacy?
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.

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.

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