

# Mail service prescriptions

Blue Shield provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy. It offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,\* delivered to your home or office, with no charge for shipping.

## How to receive your prescriptions by mail

### Step 1: Register with CVS Caremark Mail Service Pharmacy

To receive covered medications from CVS Caremark Mail Service Pharmacy, you must first register and provide basic information. This includes your name, shipping address, payment method and drug allergies. You can register online, by phone or by mail.

### Step 2: New prescriptions

Once you are registered, CVS Caremark will need your prescription. This can be sent electronically, or by phone, fax or mail.

- **Electronically** – Ask your doctor to send an electronic prescription for a 90-day supply to CVS Caremark. This is called “e-prescribing” and is the simplest way to send a prescription.
- **By phone or fax** – Request your doctor to submit your prescription for a 90-day supply by phone or fax to CVS Caremark.
- **By mail** – Mail your prescription using the CVS Caremark mail order form. You can fill out and print the form online.

You can pay using an electronic check, or credit card (Visa, MasterCard, Discover or American Express). Or, you can pay by check or money order. Do not send cash.

### Step 3: CVS Caremark delivers

Please allow 10 to 14 business days to receive your covered maintenance medications through CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

## Refilling your mail service prescriptions

Once your prescription has been filled by CVS Caremark, you may order a refill in one of the following ways:

- **Online** – Ordering refills is convenient, fast and easy at [www.caremark.com](http://www.caremark.com). Register online to receive refill reminders and other important updates.
- **By phone** – Call the toll-free number on your prescription label for a fully automated refill service.
- **By mail** – You will receive an order form with every mail service order. Simply fill in the ovals for the refills you want to order. If you need a refill for a prescription not listed on the form, write the prescription number in the space provided. Send the form to CVS Caremark along with your payment.

\* Generally, the drugs provided through mail service are drugs that you take on a regular basis, for a chronic or long-term medical condition.