3700 Colonnade Pkwy, Ste 600
Birmingham, AL 35243

Dear **SISIT** Plan Member:

SISIT is pleased to announce effective **January 1, 2021**, your pharmacy benefits will be administered by RxBenefits in partnership with CVS Caremark®. The RxBenefits service model delivers enhanced safety, better cost savings, and top-notch customer service.

With CVS Caremark®, you'll have access to a massive network of more than 60,000 pharmacies nationwide. We're prepared to meet all your pharmacy needs.

Your prescription benefit coverage includes:

Member Services: Dedicated to meeting your prescription benefit needs, we can be reached at **800.334.8134** or **RxHelp@rxbenefits.com** Monday through Friday from 7:00 a.m. to 8:00 p.m. Central. After hours you may choose to transfer directly to CVS Caremark®.

Digital Tools: On **January 1, 2021,** register at caremark.com and download the CVS Caremark® mobile app to manage your profile, request refills, locate pharmacies, and more!

ID Card: CVS Caremark® will provide your prescription benefit ID Card. Beginning **January 1, 2021,** use the new card when filling a prescription. If you need to fill a prescription before your card arrives, simply provide the following, along with your member number or Social Security number, to the pharmacy:

RXBIN:	004336
RXPCN:	ADV
RXGRP:	RX2169
Issuer:	CVS/caremark
Pharmacy Member Services:	800.334.8134
Pharmacist Helpdesk:	800.364.6331

Prescription Benefit Coverage: A detailed summary of your prescription benefit coverage

Cost Sharing: The amount paid for a medication may change at the start of the prescription benefit coverage period or when the preferred status of a medication changes. Visit Caremark.com to find lower-cost alternatives on the **Performance Drug List**.

Drug Exclusions: Review the **Formulary Exclusions List** at Caremark.com and the Exclusions section in the **Prescription Benefit Coverage** document. If either indicates your medication may be excluded, please speak with your doctor about moving to a covered alternative. Over the Counter (OTC) alternatives do not require a prescription.

Prior Authorization: Certain medications require Prior Authorization (PA) before the prescription can be filled. The PA review process helps ensure FDA prescribing guidelines are met and that you receive the safest and most appropriate drug therapy. If you currently take a medication requiring a PA, you may need to secure a new one. Be sure to keep a two-week supply on hand and contact the pharmacy after **January 1, 2021** to confirm whether a new PA is required.

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Maintenance Medications: Treat ongoing conditions like diabetes, high blood pressure, and asthma. In addition to local retail pharmacy access, your prescription benefit coverage allows these medications to be filled by mail.

Mail Order Provides:

- Free delivery to your home of up to a 90-day supply
- Confidential, tamper-resistant, and temperature-controlled packaging
- Convenient refill requests online or by phone
- 24/7 access to a registered pharmacist

Getting Started with Mail Order is Easy:

1. Ask your doctor for a new 90-day supply, and up to three refills, prescription for each maintenance medication
2. Download the CVS Caremark® Mail Service Order Form from caremark.com
3. Mail the completed form and prescription to CVS Caremark®

New or initial orders may take **10-14 business days** to process. Be sure to have at least a two-week supply on hand when submitting a new Mail Order request.

Specialty Medications: Typically treat complex or rare conditions like multiple sclerosis, hepatitis, and rheumatoid arthritis. As the exclusive provider of specialty medications, **CVS Specialty** will work closely with you to ensure proper delivery and administration of your medication. A list of specialty medications and the conditions they treat is available at CVSSpecialty.com.

Switch to CVS Caremark® Specialty Pharmacy in Just One Step:

1. Call 800.237.2767 and speak with a CVS Caremark® care specialist. They'll contact your doctor and handle the paperwork needed to continue appropriate care.

Visit CVSSpecialty.com to learn more about the services **CVS Specialty** provides.

If you have any questions about your prescription benefit coverage, contact **Member Services** at **800.334.8134** or **RxHelp@RxBenefits.com** Monday through Friday from 7 a.m. – 8 p.m. Central. After hours you may choose to transfer directly to CVS Caremark®.

Sincerely,
Your RxBenefits Team

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