



# Home delivery saves you time and money on prescriptions



## There is a simpler, more convenient way to fill your long-term prescriptions

If you take prescription medicines on a regular basis, you can receive up to a 90-day supply delivered to you.<sup>1</sup> It could also help you save on copays, depending on your plan. That's because a 90-day supply of many drugs usually costs less than three 30-day refills.

## CarelonRx Mail is available at no extra cost

This ensures you have your prescription refills when you need them. Standard shipping is free for home delivery, and you can set up automatic refills to have your next 90-day supply sent to you before the refill date so you won't run out of your medicine.

We want you to have the medicine you need on hand, because missing even one dose of a medicine that treats long-term conditions like high blood pressure or diabetes can affect your health and your healthcare costs.<sup>2</sup>

## Start receiving your prescriptions through home delivery

**For new prescriptions** — Bring the form, found on [carelonrx.com](https://carelonrx.com), to your doctor or call Member Services and we will send the form to your doctor.

**For existing prescriptions** — Log on to [carelonrx.com](https://carelonrx.com) or the CarelonRx app and follow the instructions.

Once you log in online or on the app, you will be able to:

1. Find the mail-in order form by selecting **Support** from the top navigation and going to *Forms*.
2. Switch existing prescriptions from a retail pharmacy to home delivery by selecting **Manage Prescriptions** and following the instructions.
3. Update your shipping address and payment options.

## Make sure you have the medication you need on hand

You may want to ask your doctor for a 30-day prescription to fill at your regular pharmacy so you will have enough medicine until you receive your first home-delivery prescription.

Here are a few important things to remember:

- If your doctor prescribes a brand-name drug for you, your pharmacy plan may require the CarelonRx Mail pharmacy to send a generic version instead.
- The CarelonRx Mail pharmacy can fill most prescriptions you take on a regular basis. Your first order should arrive within two weeks. After that, orders will arrive within one week of the refill date.
- If you need your medicine sooner, call the CarelonRx Mail pharmacy to ask for overnight delivery. It costs extra for faster shipping.
- With some drugs, you may need to sign to accept delivery.<sup>3</sup>

Filling the prescriptions you need to take on a regular basis should be simple. CarelonRx Mail is here to bring you those prescriptions so that you can focus on staying healthy.



<sup>1</sup> Days' supply varies based on your pharmacy plan design.

<sup>2</sup> Fernandez EV, McDaniel JA, Carroll NV: *Examination of the Link Between Medication Adherence and Use of Mail-Order Pharmacies in Chronic Disease States. Journal of Managed Care & Specialty Pharmacy* (accessed November 2022); [pubmed.ncbi.nlm.nih.gov/27783552](https://pubmed.ncbi.nlm.nih.gov/27783552).

<sup>3</sup> Drugs that are defined as controlled substances are highly regulated, which requires the home-delivery pharmacy to follow special rules for filling these prescriptions.

<sup>4</sup> The CVS 90-day supply option is only available if your pharmacy plan includes one of the following benefits: mandatory home delivery, opt-out home delivery, or Rx Maintenance 90.



## You have even more choices

### Save time and money

- You can go to any CVS pharmacy for a 90-day supply of the prescriptions you take regularly.<sup>4</sup>
- You won't have to pick up your medicines every month.
- You will pay the same copays as you would for CarelonRx Mail.

### Are you currently using CarelonRx Mail?

Call the Member Services number on the back of your member ID card to switch to picking up a 90-day supply at CVS.

### Are you currently not using CarelonRx Mail?

Visit any CVS pharmacy and they will ask your doctor to write a new 90-day prescription.

## If you need help

Please call the Member Services number on your member ID card with questions about home delivery or your plan benefits.