

How to Use Your Mail Order Benefit

PersonalCare is pleased to offer you maintenance prescription drugs via mail through our pharmacy partner, Caremark. Mail order service for maintenance drugs is offered to you as a convenience. You are not required to use our mail order program. Maintenance drugs are those prescriptions that you require on an ongoing basis. Some examples might include medicine for high blood pressure or thyroid medication.

PersonalCare's mail order benefit allows you to purchase a 90-day supply of any medication on the mail order list. The list of available medications can be obtained online at www.PersonalCare.org or by calling Customer Service.

In order to use your mail order benefit, you will need a new prescription from your health care provider. You must use the Caremark mail order form when sending your prescription to the Caremark Pharmacy for the first fill. This form is available online at www.PersonalCare.org or by calling Customer Service. For refills, you can use the form sent to you with your prescription or order refills from our website (www.PersonalCare.org).

Please note the following:

- Caremark's mail order pharmacy is located in Texas and Texas pharmacy regulations do not allow signature stamps. Make sure your provider actually signs the prescription.
- Please have your provider write the prescription with the generic name of the drug (for those drugs available generically). This will ensure that you pay the lowest copay.
- Finally, please ask your provider to order the quantity the benefit allows and your provider believes you will take without requiring a drug or dose change. If you send in a prescription that is written for a 30-day supply with refills but your benefit allows a 90-day supply, the pharmacy can only send you one 30-day supply at a time. The pharmacist is not permitted to change the quantity. Ask your provider to write your prescription for a 90-day supply.

If you have any questions about this benefit, please call our Customer Service Department at (800) 431-1211.