



SoNM/LPB Employees:

We would like to introduce CVS/Caremark, who will now be managing the SoNM's prescription plan beginning July 1, 2022. With this new plan provider, the SoNM will make sure you have access to affordable medication and convenient options for filling your prescriptions. **YOU ARE NOT REQUIRED TO USE A CVS PHARMACY.** You can continue to use the same pharmacy you have always used, including Walgreens.

**Watch your mailbox.** CVS/Caremark will be sending more information as we get closer to the new plan's start date. In order to ensure you receive all our communications, please update your address in SHARE. To do this, you can call your Human Resource Representative, or use the [SHARE Self-Service Manual](#) to update it yourself.

In some cases, there may be differences between the plan you have now and your new plan. For example, some medications that were covered under your old plan might not be covered under the new one. Or, a doctor may need to request prior authorization before a medication is covered. If there's a change that affects you, we'll let you know exactly what you need to do. CVS/Caremark will be available to help if needed. If you take a specialty medication (for a condition like rheumatoid arthritis or multiple sclerosis), they will send you more information on how to get started with CVS Specialty®, your exclusive specialty pharmacy.

**CVS/Caremark Mail Service Pharmacy** Your remaining prescriptions that are filled by mail will be transferred to CVS/Caremark Mail Service Pharmacy. The only prescriptions we cannot transfer are controlled drugs. A new prescription for these medications will need to be obtained.

**No more refills?** No worries. Starting on or after July 1, 2022, employees can request a new prescription by visiting [Caremark.com/MailService](#). Or, you can ask your doctor to send a new prescription to CVS/Caremark. **Please note:** automatic refill preferences will not be transferred to CVS/Caremark. You'll need to sign in to [Caremark.com](#) on or after July 1, 2022 to begin automatic refills.

**Get to know Caremark.com** On or after July 1, 2022, you'll be able to register at [Caremark.com](#), where you can see plan information, check drug cost and coverage, find personalized drug saving opportunities, and more.

For more information and answers to commonly asked questions, visit [Caremark.com – Help Center](#), or call the Customer Care Team at **877.744.5313; starting June 3rd**. We look forward to working with Caremark in helping you on your path to better health.

- Your Employee Benefits Bureau