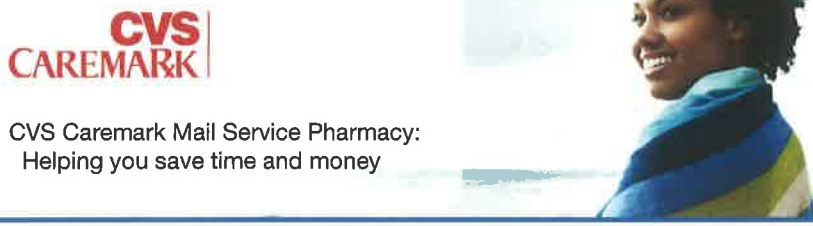
FastStart®



CVS Caremark Mail Service Pharmacy:
Helping you save time and money

FastStart®

CVS
CAREMARK

CVS Caremark Mail Service Pharmacy:
Helping you save time and money

Getting started is as easy as 1-2-3

1. Register on line at **http://info.caremark.com/faststart**
   Have your Prescription Benefit Card ready.

2. Follow the guided steps to request a prescription. Once we have your information, we will contact your doctor for a 90-day prescription of your current medicine.

3. Or, call us toll-free at 1-800-875-0867
   Monday through Friday, 8 a.m. to 8 p.m. (ET).

Benefits of CVS Caremark Mail Service Pharmacy

- ***Save Time*** - Your medicine is delivered right to you.
  That means fewer trips to the pharmacy and the gas pump.
- ***Save Money*** - On average, a 90-day supply costs less than three 30-day supplies at no added cost to you.
- ***Save Effort*** – We will contact your doctor for you for a 90-day prescription of your current medicine.
- ***Stay in Control*** – Manage your medicine, delivery options and schedule changes online or by phone.

Frequently Asked Questions About FastStart®

Q What are the benefits of having CVS Caremark contact my doctor for my new prescription?

A By letting CVS Caremark contact your doctor to get a new prescription, we can help you save time by not needing to make a phone call or mail a written prescription.

Q Can CVS Caremark contact my doctor for a new prescription for any of my mail service medicines?

A CVS Caremark can contact your doctor for a new prescription for most common maintenance medications that are taken for chronic conditions or for long-term therapy. Examples include medications for managing high blood pressure, high cholesterol, diabetes and other chronic medical conditions. However, in compliance with pharmacy law and to ensure appropriate drug therapy, some medications, such as controlled substances and specialty drugs, are not included in the program. Please contact your doctor directly for a new prescription for a controlled substance.

Q How do you contact my doctor for a new prescription?

A We send a fax or make a phone call to your doctor's office.

Q What happens if my doctor does not respond or denies the new prescription request?

A If your doctor denies or does not respond to the request, you will receive an automated phone call notifying you of the situation. At that point, you can follow up with your doctor to obtain a new prescription and submit it to CVS Caremark Mail Service Pharmacy along with a completed mail service order form.

Q How soon after I submit my prescription request will I receive my medicine?

A You should receive your medicine within 10 days from the day you submit the request.

Q What is my copayment/coinsurance* for this medication?

A That depends on how your plan is set up, but generally if you use a generic medicine, if available, it can help you save money. You can check your cost by clicking on "Check Drug Cost" or you can call the toll-free Customer Care number on your benefit ID card.

Q What if I do not want to receive a generic?

A If you do not want to receive a generic medicine when you order on Caremark.com, you can edit the medical profile section in the shopping cart. Just check the box that states you do not wish to receive generic substitutions.

Q How can I check on my FastStart new prescription request?

A Go to the "Mail Service Order Status" page, or you can call the toll-free Customer Care number on your benefit ID card.

Q What if I want to cancel my prescription request after I have placed the order?

A Please call the toll-free Customer Care number on your benefit ID card. Please note that mail service prescription orders cannot be cancelled after they have been shipped.

Q Am I able to return a prescription?

A Prescription drugs cannot be returned for credit.