



## HMSA Medicare Advantage Plan Members Sign up for the CVS Caremark Mail Service Pharmacy

Get your best prescription drug plan savings by utilizing CVS Caremark® Mail Service Pharmacy on Oahu. Here are several ways to sign up. Choose the option that's easiest for you.

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| <b>Enroll by phone</b> | <b>Call CVS Caremark 24 hours a day, seven days a week:</b><br>Call 1 (855) 479-3659 (or dial 711 TTY/TDD) and say "member." To talk with a representative, say "representative" or press zero.   |
| <b>Enroll online</b>   | <b>Log on to My Account at <a href="https://hmsa.com">hmsa.com</a>:</b><br><ol style="list-style-type: none"><li>1. From the Drugs drop-down menu, click Order Drugs Online.</li><li>2. Click Prescriptions.</li><li>3. Click Start Rx Delivery by Mail.</li><li>4. Enter drug name and click search.</li><li>5. Select Form &amp; Strength and click view pricing.</li><li>6. Review results and click Request New Prescription.</li><li>7. Click Checkout and follow prompts to complete order.</li></ol> <p>We'll contact the prescriber to authorize your prescription request. When the prescriber approves the prescription, we'll fill it and mail your medication to you. If there's a concern about your request, we'll contact you.</p> |
| <b>Enroll by mail</b>  | <b>Log on to My Account at <a href="https://hmsa.com">hmsa.com</a>:</b><br><ol style="list-style-type: none"><li>1. From the Drugs drop-down menu, click Order Drugs Online.</li><li>2. Click Plan &amp; Benefits.</li><li>3. Click Print Plan Forms link.</li><li>4. Click Mail Service Order Form (English or Spanish options).</li><li>5. Complete the form and mail it with your prescription to:<br/><b>CVS Caremark Mail Service Pharmacy<br/>P.O. Box 30980<br/>Honolulu, HI 96820</b></li></ol>   |

### Here's some helpful information:

- ✓ If anyone other than you or your authorized representative requests a new prescription or refill, the Centers for Medicare & Medicaid Services (CMS) requires that you approve the order before it's shipped. The rule applies even when your provider submits a mail-order prescription on your behalf. To avoid delays in delivery, be sure to respond to ship consent notifications from the pharmacy.
- ✓ You could save money when you order a 100-day supply of your long-term medications through the mail.
- ✓ Prescriptions are typically mailed the same day orders are received and are delivered in one or two business days.
- ✓ For urgent, short-term prescriptions (e.g., antibiotics), ask your provider to call your local retail pharmacy.
- ✓ To help prevent delays, include the following information with your prescription: Your full name, date of birth, phone number, and address.
- ✓ Large font and talking labels are available if you have vision issues. For information, call CVS Caremark Customer Care at 1 (855) 479-3659, say "member," and ask to speak to a representative.

HMSA Akamai Advantage® is a PPO plan with a Medicare contract. Enrollment in HMSA Akamai Advantage depends on contract renewal.

CVS Caremark is an independent company providing pharmacy benefit management services on behalf of HMSA.