

# Ops Forum

## Advancing Your Health with CVScaremark



# Strategic Alliance





**Ryan J. Belkin**

**Strategic Sales Executive,  
CVS Health**



EMAIL: [Ryan.Belkin@CVSHealth.com](mailto:Ryan.Belkin@CVSHealth.com)

## Professional Biography

As a strategic Sales Executive based in southern California, Ryan Belkin is responsible for new business development in the West region. Mr. Belkin works directly with some of the largest public and private companies headquartered in the West to help them develop optimal health care strategies.

Ryan has held sales marketing positions with Bergen Brunswig Corporation, Eli Lilly & Company, National Medical Health Card, RxAmerica and PharmaCare.

He began his career with CVS Caremark in 2005 in the PBM Division and has more than twenty years of sales and marketing experience in the healthcare industry. He holds his Bachelor of Arts degree in Business Administration from California State University, Fullerton.

Ryan and his family live in Orange County, CA. A father to four children, he enjoys spending his free time with his family practicing yoga, hiking and playing guitar.

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# Welcome to Your CVS Caremark Pharmacy Benefits Plan



**Your New Plan Starts January 1, 2020**





# Focused on Your Health and Well Being

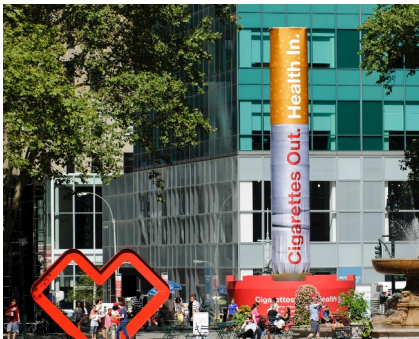


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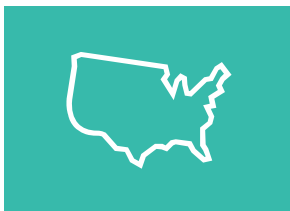


# We are Excited to Be Your Pharmacy Benefits Provider and are Here to Assist You



## **CVS Caremark is the largest Pharmacy Benefits Manager**

9,700+ CVS Pharmacies nationwide, including Target locations, Caremark.com and Caremark digital app that are easy to use and convenient to manage your prescriptions and your benefits



## **National Pharmacy Network of 68,000+ Pharmacies**

Including ALL major chains and many independent pharmacies, providing convenient access for you and your dependents. This includes, but is not limited to, Walgreens, Rite Aid, CVS Pharmacy, Walmart, Target and Duane Reade



## **Your Experienced CVS Customer Care Team**

Available 24 hours a day, seven days a week, 365 days a year at **1-888-626-1084 on or after January 1, 2020**. This number will be on the back of the member ID card along with the Member Service.



# We're Here to Help You!



## Filling Prescriptions

Convenient access to all major chains and most independent pharmacies

You may continue using your local retail pharmacy

To fill a prescription at a retail pharmacy, just present your new CVS Caremark member ID card to your pharmacy



## Online Convenience

On January 1, 2020 you can visit our website, **Caremark.com** to create your member profile

CVS Caremark mobile app – available for download from the App Store – makes prescription management easier



## Transition Support

UnitedAg Member Services  
Line: **1-800-223-4590**

Current prescriptions with available refills from your former mail service pharmacy and specialty pharmacy will be transferred automatically to CVS Caremark



# What kind of support does Customer Care provide?

- 24/7 multilingual member support
- Questions on plan design, order status, health and savings improvement opportunities, and more
- Support for outbound mailings, email and web
- Support for enrolling in digital tools
- Convenient access to pharmacists
- Representatives trained and certified in communication, listening and problem solving

**27 million**  
calls answered  
per year

**98%**  
of member inquiries resolved  
with one call

**Our Customer Care teams provide another opportunity to engage with your members as a welcome participant in their health care experience**

Source: CVS Health Commercial Book of Business Results, 2018.

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# CVS Caremark App





# The CVS Caremark App Makes Prescription Management Easier



Available for download through the App Store, the CVS Caremark app lets you refill mail service prescriptions, track order status, view prescription history and more

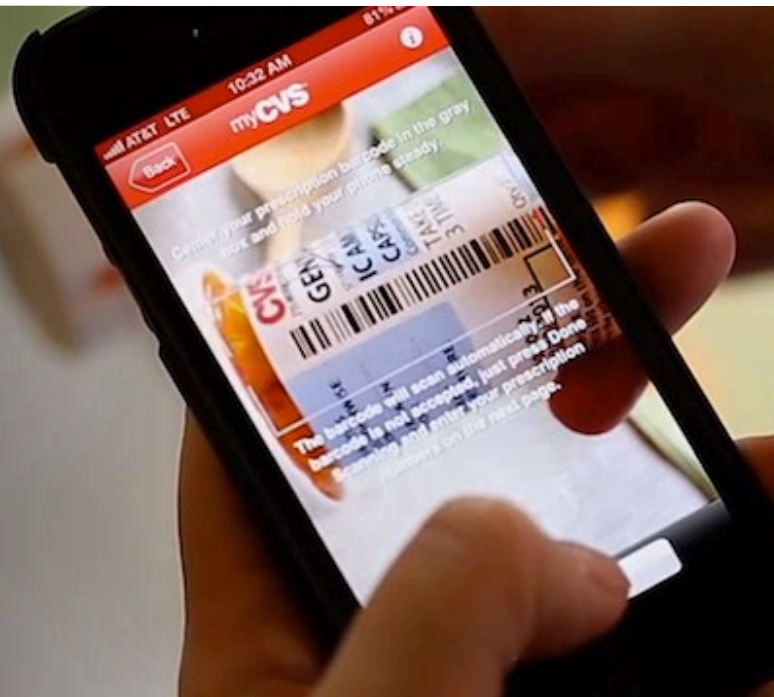


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# Register on Caremark.com on January 1, 2020

## CVS Caremark's Digital Features allow you to quickly and easily:

- Refill mail service prescriptions
- Initiate new prescriptions
- Check Drug Costs and find savings opportunities
- Locate pharmacies within your network
- Transfer prescriptions between mail service and CVS Pharmacy
- Resource a rich index of health-related articles and videos through the Health Information Center

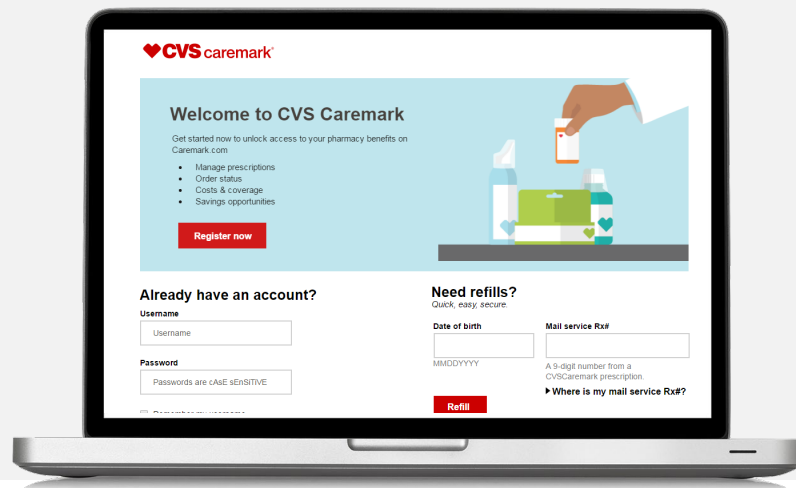


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# CVS Specialty Services





## Barb Turkovich, PharmD

Senior Clinical Advisor  
National & Key Accounts  
CVS Health



### EMAIL

Barbara.Turkovich@CVSHealth.com



### PHONE NUMBER

719.428.8502



### LOCATION

Colorado Springs, Colorado



## Professional Biography

Dr. Turkovich has over 17 years of clinical, specialty and retail pharmacy experience and has worked for CVS Health since 2002. As a Senior Clinical Advisor, she provides consultative services to guide Key and National Employer clients in navigating the complicated and ever-changing healthcare marketplace.

As an integral part of the account management team, she provides proactive clinical recommendations in order to improve the quality and cost-efficiency of the client's pharmacy benefit, as well as identifying opportunities for an improved member experience. In 2015 and 2017, she was awarded as one of CVS Health's top Clinical Advisors of the Year.

During Dr. Turkovich's previous position with CVS Health, she worked for the specialty division in Pittsburgh, Pennsylvania. During her initial 2 years, she provided pharmaceutical services and counseling to patients with specialty disease states, including multiple sclerosis, HIV, hepatitis B and C, transplant, auto-immune disorders, PAH and oncology.

For the next 5 years, Dr. Turkovich provided training, quality and audit support as a Lead Pharmacist, with a focus on ensuring JCAHO compliance and rigorous patient safety standards. She trained over 50 new hire pharmacists joining the specialty division, and was also responsible for working with the auditing team to monitor appropriate billing and cost reduction, from both a facility and a payor standpoint.

Prior to joining the specialty division of the company, Dr. Turkovich was a CVS/pharmacy retail team member in Pittsburgh.

Dr. Turkovich received her Doctorate of Pharmacy degree from Duquesne University in Pittsburgh, Pennsylvania, with a certificate in the management concentration. She is a licensed Pharmacist in both the Commonwealth of Pennsylvania and the State of Colorado.



# CVS Specialty – Specialty Services for Patients with Rare or Complex Conditions

**As a specialty pharmacy, we can help make managing your medications and your condition a little easier. We'll be with you every step of the way.**

Just like your doctor is a specialist in your condition, we're specialists in medications that treat your condition. That expertise allows us to offer you more personalized support. We can:

- Advise you about your medication and condition
- Help you manage symptoms and multiple medications
- Provide clinical support

Visit **CVSspecialty.com/newpatient** to get started with convenient and time-saving online tools:

- Prescription refills
- Shipping confirmations and tracking
- Order status
- Refill reminders
- Prescription history

**Choose to receive via mail order or go to a CVS pharmacy near you**

# Specialty Connect: Giving You a Choice of Pick up or Delivery, Plus Extra Support

**Making it as convenient as possible to fill, refill and get your specialty medications**

## **You can pick up your medication:**

- While CVS Specialty isn't a neighborhood pharmacy you can walk into, we can have your medications available for pick up at any CVS Pharmacy (including those inside Target stores)\*
- We'll be sure they have everything you need when you stop by

## **Or have it delivered to your door:**

- Choose the convenience of having your medication delivered by mail to your home, office, doctor's office or even a temporary address if you are traveling
- It's one less thing to think about



\*Where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations. Image source: CVS Health Creative Resource Library, accessed 2018.

# Your CVS Specialty CareTeam: When You Need It

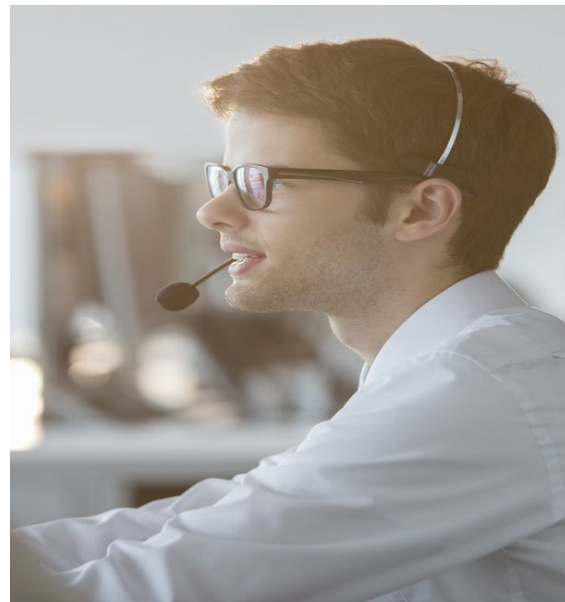
## Support You Need,

**For patients with crohn's disease, cystic fibrosis, gaucher's disease, hemophilia, lupus, multiple sclerosis, rheumatoid arthritis or ulcerative colitis**

**Led by pharmacists and nurses who are specially trained in your condition, your CareTeam can answer any questions about your medication or condition. They are available anytime at the number on your prescription label.**

### **Your CareTeam also can:**

- Help you manage side effects
- Remind you when it's time to refill
- Help you stay on track
- Teach you to effectively take your medication
- Set up injection training or home infusions
- Check your dosage and medication schedules
- Get you started with digital tools



**With CVS Specialty, you have the support of your own CareTeam.**



# CVS Diabetic Meter Program





# Do you have diabetes?

You may qualify for a no-cost meter.

As part of your prescription benefit plan, eligible plan members can receive an Accu-Chek® blood glucose meter at no out-of-pocket cost.\*





# No-Cost Diabetes Accu-Chek Blood Glucose Meter

## How do you qualify for this offer?\*

- Be enrolled in the prescription benefit plan
- Have diabetes
- Have a valid prescription for Accu-Chek blood glucose test strips. If you don't already have a prescription for blood glucose test strips, we may be able to help get one from your doctor.

## Your next steps:

1. Call the CVS Caremark® Member Services Diabetic Meter Team at **1-800-588-4456**.
2. Have your prescription ID number and your doctor's name and phone number ready when you call.



To learn more about this offer, please contact the CVS Caremark Member Services Diabetic Meter Team at **1-800-588-4456**.



For tools and resources to help you manage your diabetes, visit **[www.Caremark.com/managingdiabetes](http://www.Caremark.com/managingdiabetes)**.

\*Blood glucose meters are funded by Roche Diabetes Care Inc.® (Accu-Chek). Choice of meters is subject to change.

\*\*Additional requirements or limitations may apply.

This document contains references to brand-name prescription medical products that are trademarks or registered trademarks of pharmaceutical companies not affiliated with CVS Caremark.

Image Source: Getty Images 2018.

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# New ID Cards



# What's New!



Benefit Administered by:  
United Agricultural Benefit Trust  
54 Corporate Park  
Irvine, CA 92606-5105

## Member

Name: CHANNY LEE  
ID: 4444L8521  
Employer: FERNANDES FARMS, INC  
Employer #: 01000  
\*Benefit ID Only - Not proof of Eligibility  
\*Solo Para Identificarse - No es Prueba de  
Eligibilidad

## Dependent(s):

MARK WALHBERG  
AARON WALHBERG  
ANDRU WAHLBERG

## Benefit Plans

### Medical Copay: \$15

Patients with co-pays may still be responsible for deductible and/or percentage of covered expense.

**Rx Copay:** \$7/\$25/\$40

**CVS/Caremark:** If co-pay reads 100%, patient will pay a contracted discount price.

## Eligibility

**UnitedAg:** For eligibility, benefits, and claims status (in/out-of-CA) & prior auth. of services outside of CA: 800.223.4590.

**Blue Shield CA, for prior auth. only (In CA):** 800.541.6652

**CVS Customer Care: 888.626.1084**

**Telemedicine: 800.835.2362**

## Utilization

All inpatient admissions require prior authorization. Emergency admissions require 48 hour notice. Failure to notify may result in benefit reduction.

Blue Shield of CA, an independent member of the Blue Shield Association, provides network access only, and no Network Access is available from Blue Cross Blue Shield plans out of CA's service area. Blue Shield of CA provides no claims payment services and does not assume any financial risk or obligation with respect to claims.

**Locate a Blue Shield CA Provider:**

[www.blueshieldca.com/networkppo](http://www.blueshieldca.com/networkppo)

**Locate a First Health Network Provider:**

(outside of CA): 800.247.2898

## Provider Networks

CA Network Provided by:

blue  of california

## Claims Submission

**Please file all California medical claims with Blue Shield of California:**

Blue Shield of California  
PO Box 272540  
Chico, CA 95927-2540

**Please file all out of state claims with UnitedAg:**

**Payor ID:** UAGBT

**Mail to:**

UnitedAg  
54 Corporate Park  
Irvine, CA 92606

RxPCN: ADV RxGroup: RX4853  
RxBin: 004336

 **CVS caremark**

- CVS Customer Care #

- New Rx Bin#
- New Logo
- Effective Date

# Welcome Kits





CVS caremark

Client Name  
Address 1  
Address 2  
City, AZ 12345

>00001 00001 001 P50708

**JOHN Q SAMPLE**  
9501 E. Shea Blvd  
SCOTTSDALE, AZ 85260

00001

## Hello, and welcome to CVS Caremark.

We manage your prescription benefits just like your health insurance company manages your medical benefits. That means helping you get the medication you need, when you need it, whether that's once a month or once a year. An overview of your benefits is on the back of this letter. If you have any questions, we're here for you.

We have your best health at heart.

- Your CVS Caremark Team

### If you have prescriptions to fill, here's what's next:

For medications taken for a short time (like an antibiotic): Fill at any CVS Pharmacy® or pharmacy in our network.

For medication taken regularly (such as high blood pressure or diabetes medicine): You have a choice. Fill at any CVS Pharmacy, or get your medication delivered to your door. Sign in or register at [Caremark.com/startnow](https://www.caremark.com/startnow) for more information.

For medications taken for complex conditions (such as rheumatoid arthritis, hepatitis or cancer): Our specialty pharmacy can help. Visit [CVSspecialty.com](https://www.CVSspecialty.com) to get started.



CVS caremark

To learn more about your benefits, register at [Caremark.com/startnow](https://www.Caremark.com/startnow)

- Find network pharmacies
- Check drug costs and find lower-cost alternatives
- Refill medications and check order status
- See your prescription history



**Be sure to register at [Caremark.com/startnow](https://www.Caremark.com/startnow)**

Registration not required for coverage.

CVS caremark

Client Name  
Address 1  
Address 2  
City, AZ 12345

>00001 00001 001 P50708



## Hola, y bienvenido a CVS Caremark.

Administramos sus beneficios en medicamentos recetados de la misma forma en que su compañía de seguro de salud administra sus beneficios médicos. Eso quiere decir que lo ayudamos a obtener los medicamentos que necesita, cuando los necesita, ya sea una vez al mes o una vez al año. Al dorso de esta carta encontrará un resumen general de sus beneficios. Comuníquese con nosotros si tiene alguna pregunta.

Porque su salud nos interesa.  
- Su equipo de CVS Caremark

### Si tiene recetas para surtir, estos son los pasos a seguir:

Para medicamentos que se toman por poco tiempo (como un antibiótico): puede surtirlos en cualquier farmacia CVS Pharmacy o farmacia de nuestra red.

Para medicamentos que se toman regularmente (como medicamentos para la presión alta o la diabetes): usted puede elegir. Puede surtir los medicamentos en cualquier farmacia de nuestra red o recibirlos en su hogar. Consulte la hoja adjunta sobre cómo inscribirse al servicio de pedidos por correo.

Para medicamentos que se toman para tratar condiciones complejas (como la artritis reumatoide, hepatitis o cáncer): nuestra farmacia especializada puede ayudarlo. Visite [CVSspecialty.com](https://www.CVSspecialty.com) para comenzar.

CVS caremark

Para obtener más información sobre sus beneficios, regístrese en [Caremark.com/startnow](https://www.Caremark.com/startnow)

- Encuentre las farmacias de la red.
- Consulte el costo de los medicamentos y encuentre medicamentos alternativos de menor costo.
- Resurta sus medicamentos y verifique el estado de su pedido.
- Vea su historial de recetas.



**Recuerde inscribirse en [Caremark.com/startnow](https://www.Caremark.com/startnow)**

No es necesario registrarse para su cobertura.

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## Here's an overview of your CVS Caremark benefits.

### PLAN NAME

For questions about your prescription plan or costs, visit [Caremark.com](https://www.caremark.com) or call the number on the back of your card.

	CVS Caremark Retail Pharmacy Network (Up to a XX-day supply)	CVS Caremark Mail Service Pharmacy or CVS Pharmacy (Up to a XX-day supply)
<b>Generic Medicines</b> Always ask your doctor if there's a generic option available. It could save you money.	\$XX for a generic medicine	\$XX for a generic medicine
<b>Preferred Brand-Name Medicines</b> If a generic is not available or appropriate, ask your doctor to prescribe from your plan's preferred drug list.	\$XX for a preferred brand-name medicine	\$XX for a preferred brand-name medicine
<b>Non-Preferred Brand-Name Medicines</b> Drugs that aren't on your plan's preferred list will cost more.	\$XX for a non-preferred brand-name medicine	\$XX for a non-preferred brand-name medicine
<b>Refill Limit</b>	One initial fill plus XX refills for long-term medicines	None
<b>Specialty Medicines</b>	\$XX for a XX-day supply of specialty medicines	
<b>Preventive Medicines</b>	Your plan comes with a Preventive Drug List. Medications on this list are covered at 100% of the cost, even if you haven't met your deductible. You can access your Preventive Drug List on <a href="https://www.caremark.com">Caremark.com</a>	
<b>Annual Deductible</b>	\$XX per individual / \$XX per family	
<b>Maximum Out-of-Pocket</b>	\$XX per individual / \$XX per family	

Please Note: When a generic is available, but the pharmacy dispenses the brand-name medication for any reason, you will pay the difference between the brand-name medication and the generic plus the brand copayment.

4141-WKL-NEW\_MCHOICE\_AD\_MOOP-0419

Copayment, copay or coinsurance means the amount a plan member is required to pay for a prescription in accordance with a Plan which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan.  
Plan Member Rights and Responsibilities can be found at [Caremark.com](https://www.caremark.com).  
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## Resumen general de sus beneficios de CVS Caremark.

### PLAN NAME

Si tiene alguna pregunta sobre su plan de recetas o los costos, visite [Caremark.com](https://www.caremark.com) o llame al número que figura en el reverso de su tarjeta.

	Red de farmacias de comunidad de CVS Caremark (suministro de hasta XX días)	Farmacia de servicio de pedidos por correo CVS Caremark o CVS Pharmacy (suministro de hasta XX días)
<b>Medicamentos genéricos</b> Siempre pregunte a su médico si hay una opción genérica disponible. Puede ahorrarle dinero.	\$XX por un medicamento genérico	\$XX por un medicamento genérico
<b>Medicamentos de marca preferidos</b> Si la versión genérica de un medicamento no existe o no es apropiada en su caso, pídale a su médico que le recete un medicamento de la lista de medicamentos preferidos de su plan.	\$XX por un medicamento de marca preferido	\$XX por un medicamento de marca preferido
<b>Medicamentos de marca no preferidos</b> Los medicamentos que no aparecen en la lista de preferidos de su plan costarán más.	\$XX por un medicamento de marca no preferido	\$XX por un medicamento de marca no preferido
<b>Límite de resurtido</b>	Un surtido inicial más XX resurtidos para medicamentos a largo plazo	None
<b>Medicamentos especializados</b>	\$XX para un suministro por XX días de medicamentos especializados	
<b>Medicamentos preventivos</b>	Su plan viene con una Lista de medicamentos preventivos. Los medicamentos que aparecen en esta lista tienen una cobertura del 100 % de su costo, incluso si usted no ha alcanzado su deducible. Puede ver su Lista de medicamentos preventivos en <a href="https://www.caremark.com">Caremark.com</a>	
<b>Deducible anual</b>	\$XX por persona / \$XX por grupo familiar	
<b>Costo máximo pagado de su bolsillo</b>	\$XX por persona / \$XX por grupo familiar	

Please Note: When a generic is available, but the pharmacy dispenses the brand-name medication for any reason, you will pay the difference between the brand-name medication and the generic plus the brand copayment.

4141WKL-NEW\_MCHOICE\_SPANISH\_MOOP-0519  
Co-pago o co-seguro es el monto que el miembro de un plan debe pagar por un medicamento recetado de acuerdo con su Plan; este monto puede ser un deducible, un porcentaje del precio del medicamento recetado, un monto fijo u otro cargo, junto con el balance, si lo hay, pagado por el Plan.

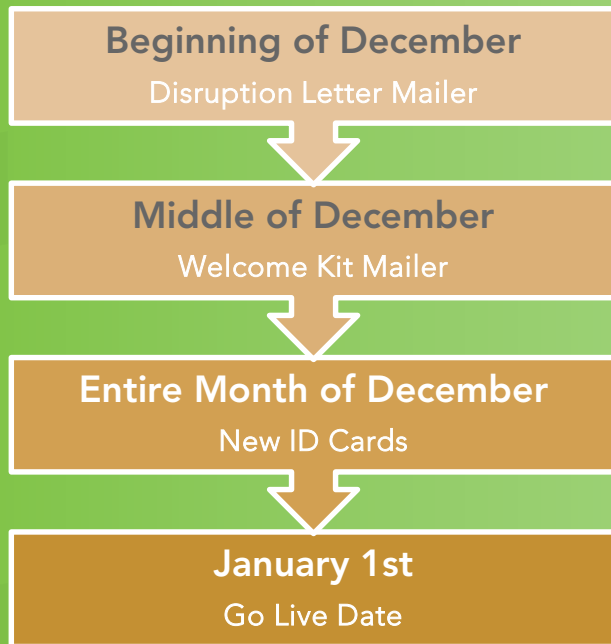
Su privacidad es importante para nosotros. Nuestros empleados reciben capacitación sobre la manera adecuada de manejar la información privada referente a su salud.

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# Important Dates



# Questions?

Please submit via chat feature

