



## FAQ: Advancing Your Health with CVS Caremark

Presented by UnitedAg

**1. What's the turn around time for the pharmacy text messages?**

The average turn around time for secure messaging is about 15 minutes within traditional business hours and 60 minutes outside of traditional business hours.

**2. Are diabetic strips available free for HSA members as well?**

N/A

**3. How do we get a list of pharmacy in the Caremark Network?**

CVS Caremark will be working with UnitedAg to compile a national network list in the next few weeks that will be available to the members on the UnitedAg website.

**4. Will we be able to view the meeting content somewhere after the meeting is done?**

The Ops Forum presentation has been recorded and will be available to all registered members via email communication as well as on the UnitedAg website.

**5. Is the mobile app also Spanish speaking?**

At this time the applications navigation is not available in Spanish, however the push notifications (ex. reminders and updates) multi-lingual.

**6. Do all UABT members need to use CVS Pharmacy?**

No. The CVS Caremark network is similar to the current national network in place – including large brand pharmacies and independently owned. In some rare instances where a pharmacy is used out of the network, we encourage members to contact UnitedAg so that the pharmacy can be added and if approved, usually within 72 hours.

**7. If our open enrollment is in December, do you just send ID cards out based on 2019 enrollment?**

Yes. However, the Group Administration team will be closely monitoring enrollment submitted after the distribution of the materials to ensure that all members receive the appropriate resources for the change. We ask that employers also monitor any enrollments submitted by their own employees after the fact and notify UnitedAg of any missing materials.

**8. If members use the app will they be receiving texts in Spanish?**

Not currently. In the applications current programming, push notifications are available in Spanish but text messages are delivered in English. However, for the benefit of the consumer, the customer services teams at CVS and UnitedAg are able to assist in both languages.

**9. How soon can employees sign up on the CVS Caremark App so they can renew or refill RX prescriptions prior to 1/1/2020?**

Employees can download the Caremark App as soon as they receive their new identification card from UnitedAg, however the ability to manage prescriptions will be only available as of January 1<sup>st</sup>, 2020. To aid in the transition, CVS is currently working with the current pharmacy benefit provider to transfer over any open refills pending in the new year, with the exception of compound medications or controlled substances.

**10. Is CVS Caremark in-network with Amazon's pill pack?**

CVS mail order options provide similar benefits to Amazon's pill pack program, however to make current confirmations on in-network pharmacies, like Amazon's pill pack, please visit [www.caremark.com](http://www.caremark.com).

**11. Is CVS Caremark in network with Costco Pharmacy locations?**

Yes, Costco is an in-network pharmacy.

**12. IS Walgreens still going to in-network?**

Yes, Walgreens is an in-network pharmacy.

**13. Is Rite-Aide included in the network?**

Yes, Rite Aid is an in-network pharmacy.

**14. Our ranch will be closed by December 16<sup>th</sup> for the remainder of the year for the holidays. They'll return around January 6, 2020. Will the cards be sent out early December so that they may be handed out before employees leave for the holidays?**

UnitedAg is willing to work with this group's circumstance to coordinate priority delivery. Please contact Channy Lee in Group Administration at [cslee@unitedag.org](mailto:cslee@unitedag.org) for further detail.

For any additional questions, please email [opsforum@unitedag.org](mailto:opsforum@unitedag.org).