

## CVS Caremark is the largest Pharmacy Benefits Manager, nationwide

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 and Target.

## FREQUENTLY ASKED QUESTIONS

### Do I need to present my new ID Card to my health provider?

Yes. Due to the new Pharmacy Network transition, your card has been assigned a new pharmacy bin number and group number which may cause an interruption in your benefits. **Please advise your health provider starting January 1, 2020.**

### How do we get a list of pharmacies in the Caremark Network?

You can find local in-network pharmacies using the pharmacy locator here: [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator)

### Do all UABT members need to use CVS Pharmacies?

No. The CVS Caremark network is similar to the current national network in place – including large brand pharmacies and independently owned pharmacies. In some rare instances when 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.

### How soon can I sign up on the CVS Caremark App so I can renew or refill RX prescriptions prior to 1/1/2020?

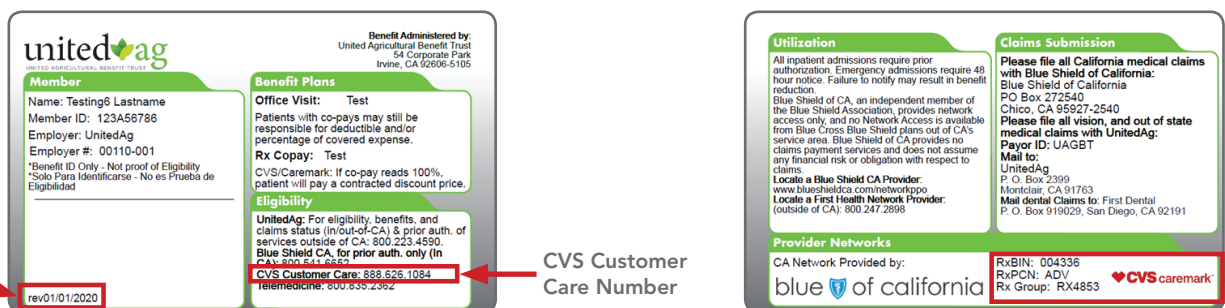
Employees can download the Caremark App as soon as they receive their new ID card from UnitedAg; however, the ability to manage prescriptions will be only available as of January 1st, 2020. To aid in the transition, CVS is currently working with the current pharmacy benefit provider to transfer over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

### 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, please visit [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator).

 To find your local in-network pharmacy, click here: [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator)

## NEW Member ID Card



The image shows two sample Member ID Cards. The left card is a UnitedAg card with the following details:

- Member:** Name: Testing6 Lastname, Member ID: 123A56786, Employer: UnitedAg, Employer #: 00110-001
- Benefit Plans:** Office Visit: Test, Rx Copay: Test
- 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): 800.544.6962. CVS Customer Care: 888.626.1084
- Revised Date:** rev01/01/2020

The right card is a Blue Shield of California card with the following details:

- Utilization:** All inpatient admissions require prior authorization. Emergency admissions require 48 hour notice. Failure to notify may result in benefit reduction.
- Claims Submission:** Please file all California medical claims with Blue Shield of California. PO Box 272540, Chico, CA 95927-2540. Please file all vision, and out of state medical claims with UnitedAg. Payor ID: UAGBT
- Provider Networks:** CA Network Provided by: blue of california
- RxBIN:** 004336, RxPCN: ADV, Rx Group: RX4853
- New Rx Bin # New Logo:** CVS caremark

Red arrows point from text labels to specific fields on both cards: "Revised Date" points to the date on the UnitedAg card; "CVS Customer Care Number" points to the number on the UnitedAg card; "New Rx Bin # New Logo" points to the CVS Caremark logo on the Blue Shield card.

Your Experienced CVS Customer Care Team is 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 UnitedAg Member Services number.

Your new ID card will be distributed by your employer.

**CVS Caremark es el Mayor Administrador de Beneficios de Farmacia a Nivel Nacional**

Con mas de 9,700 farmacias de CVS en todo el país, incluyendo las ubicadas dentro de Target, Caremark.com y la aplicación digital Caremark que son fáciles de usar y convenientes para administrar sus recetas y sus beneficios.

**Red Nacional de Farmacias de 68,000 + Farmacias**

Incluyendo TODAS las principales cadenas y muchas farmacias independientes, brindando un acceso conveniente para usted y sus dependientes. Esto incluye, entre otros, Walgreens, Rite Aid, CVS Pharmacy, Walmart y Target.

**PREGUNTAS FRECUENTES**

**¿Debo presentar mi nueva tarjeta de identificación a mi proveedor de salud?**

Si. Debido al nuevo cambio de la red de farmacias, se le ha asignado una nueva targeta que contiene un nuevo número de contenedor de farmacia y un número de grupo que pueden causar una interrupción en sus beneficios. Informe a su proveedor de salud a partir del 1 de enero de 2020 de este cambio.

**¿Cómo obtenemos una lista de farmacias de la red CVS Caremark?**

Para localizar una farmacia dentro la red cerca de usted, visite: [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator)

**¿Todos los miembros de la UABT necesitan usar farmacias CVS?**

**No.** La red CVS Caremark es similar a la red nacional actual vigente, incluye las farmacias de grandes marcas y las farmacias de propiedad independiente. En algunos casos raros, cuando se utiliza una farmacia fuera de la red, recomendamos que los miembros se comuniquen con UnitedAg para que se pueda agregar la farmacia. Por lo general, el proceso tardara dentro de las 72 horas.

**¿Cuándo puedo registrarme en la aplicación CVS Caremark para poder renovar o volver a surtir recetas RX antes del 1/1/2020?**

Los empleados pueden descargar la aplicación Caremark tan pronto como reciban su nueva tarjeta de identificación de UnitedAg; sin embargo, la capacidad de administrar recetas solo estará disponible a partir del **1 de Enero de 2020**. Para ayudar con este cambio, CVS está trabajando actualmente con el proveedor actual de beneficios de farmacia para transferir cualquier reabastecimiento pendiente en 2020, con la excepción de los medicamentos compuestos o sustancias controladas.

**¿CVS Caremark está dentro de la red con el Paquete de Píldoras de Amazon?**

Las opciones de pedido por correo de CVS brindan beneficios similares al programa de paquete de píldoras de Amazon; sin embargo, para hacer confirmaciones actuales en farmacias de la red, visite [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator).

Para localizar una farmacia dentro la red cerca de usted, visite: [www.unitedag.org/pharmacylocator](http://www.unitedag.org/pharmacylocator)

**NUEVA Tarjeta de Identificación de Miembro**

**Member**  
Name: Testing6 Lastname  
Member ID: 123A56786  
Employer: UnitedAg  
Employer #: 00110-001  
\*Benefit ID Only - Not proof of Eligibility  
\*Solo Para Identificarse - No es Prueba de Elegibilidad

**Benefit Plans**  
Office Visit: Test  
Patients with co-pays may still be responsible for deductible and/or percentage of covered expense.  
Rx Copay: Test  
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): 800.541.6552  
CVS Customer Care: 888.626.1084  
Telemedicina: 800.835.2352

**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/networkppp  
Locate a First Health Network Provider:  
(outside of CA): 800.247.2898

**Claims Submission**  
Please file all California medical claims with Blue Shield of California:  
Blue Shield of California  
PO Box 272540  
Chicago, CA 95927-2540  
Please file all vision, and out of state medical claims with UnitedAg.  
Payor ID: UAGBT  
Mail to:  
UnitedAg  
P.O. Box 2399  
Montclair, CA 91763  
Mail dental Claims to: First Dental  
P.O. Box 919029, San Diego, CA 92191

**Provider Networks**  
CA Network Provided by:  
blue of california  
RxBIN: 004336  
RxPCN: ADV  
Rx Group: RX4853

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

Fecha de Revisión: rev01/01/2020

Número de Servicio al Miembro de CVS

Nuevo Rx Bin #  
Nuevo logo

Su Equipo de Servicios para Miembros de CVS está disponible las 24 horas del día, los siete días de la semana, 365 días del año al 1-888-626-1084 a partir del 1 de Enero de 2020. Este número se encontrara al reverso de su nueva tarjeta de identificación de miembro así como el número de Servicios para Miembros de UnitedAg.

**Por favor tenga en cuenta que su nueva tarjeta de identificación sera repartida por su empleador.**