

CVS Caremark Integration



Agenda

01 Communications

02 Outreach

03 ID Card Distribution

Communications



Welcome Letter & Kits



Welcome Letters

November 25th – 30th



Who is scheduled to receive the bilingual CVS Caremark Welcome Letter?

A: All UABT Health Plan Participants

When should members expect to receive the welcome letter?

A: The Week of November 25th

What does the welcome letter contain?

- Pharmacy Network information
- How to save money by requesting 90 day refills for long term medications
- How to register for the CVS Caremark Mail Service Pharmacy
- New Performance Drug List
- Online & mobile tools (CVS Caremark mobile app)
- Welcome Kit & ID card details



[Date]

[Plan Member Full Name]

[Street Address]

[City, State Zip]

Dear [Plan Member First Name]:

Hello and welcome to CVS Caremark®. Starting January 1, 2020, we'll manage your prescription benefit plan.

Why is this change happening?

Your health plan reviews its benefits each year to help make sure it continues to meet your and the company's needs. The move to CVS Caremark will help enhance you and your family's prescription care and manage rising prescription costs.

Beginning January 1, 2020, with CVS Caremark as your pharmacy benefit manager, you will have access to the following:

• **A network of more than 68,000 pharmacies nationwide.** Many of the pharmacies you use today, such as Walgreens, Walmart, Costco, Rite Aid, and more, are in our network. It also includes more than 9,900 CVS Pharmacy® locations (including those inside Target stores).

• **Two ways to save money by filling [day supply]-day supplies of your long-term medications (such as for high blood pressure, or diabetes):**
o With CVS Caremark Mail Service Pharmacy™, you can have your 90-day supplies delivered to your door, or anywhere you like, with no-cost shipping (and status alerts for tracking). Our discreet packages are tamper-proof, weather-proof and temperature controlled, so it's safe and convenient. To start mail service, choose either option below:

- Register at Caremark.com/startnow and follow the instructions to request a new 90-day prescription
 - Call Customer Care at 1-888-626-1084, on or after January 1, 2020
- o You can also choose to fill your 90-day supply at any participating retail pharmacy.

• **New performance drug list.** Certain medications may be covered differently with your new CVS Caremark coverage versus your previous prescription coverage. Refer to the performance drug list at Caremark.com/stodruglist as a guide to commonly used generics and preferred brand-name medications, and use the CVS Caremark Check Drug Cost tool at Caremark.com to determine your brand-name medication coverage level (e.g., preferred brand-name versus

non-preferred brand-name) and your anticipated member cost. The tool will also identify cost savings opportunities.

- **Online and mobile tools to help you make the most of your prescription benefits.**
 - o **Starting January 1, 2020, download the CVS Caremark mobile app** (available on Apple and Android phones) or visit Caremark.com to:
 - Order refills and check order status
 - Check drug costs and drug lists
 - Find network pharmacies near you
 - Set up shipping/billing addresses, payment methods and order status alerts
 - Check plan coverage
 - See your prescription history
 - Order new prescriptions and renewals
 - Manage delivery by mail

• **CVS Caremark Customer Care representatives** are available to you 24 hours a day, 7 days a week. Call the Customer Care number on your Health Benefits ID card starting January 1, 2020

• **CVS Specialty®** is designed for individuals with rare, complex or genetic conditions. Our specialty pharmacy offers convenient delivery of specialty medications or pickup at CVS Pharmacy®, personalized service and educational support for your specific treatment. CVS Specialty also offers access to a clinical pharmacist 24 hours a day, 7 days a week for any questions you or a family member may have

If you have any questions about CVS Specialty or specialty medications, call us at 1-800-237-2767 from 7:30 a.m. to 9:00 p.m. (ET) Monday through Friday, download the CVS Specialty app (available on Apple and Android phones) or visit CVSspecialty.com

In December 2019, CVS Caremark will mail you a **Welcome Kit** that includes more information about your benefits and resources. Be on the lookout for your new **Health Benefits ID Card** that you will receive from your employer prior to January 1.

Questions? Use the CVS Caremark app, visit Caremark.com, or call the UnitedAg Member Services team at 1-800-223-4590. We look forward to helping you better manage your health.

Sincerely,
CVS Caremark

*Where allowed by law, in-store pickup is currently not available in Arkansas, Oklahoma and West Virginia. Some states require 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 Drug locations. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.
5282-50390A 102919 TDD: 1-800-863-5488

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.
5282-50390A 102919 TDD: 1-800-863-5488

Welcome Kits

December 9th – 22nd



Who is scheduled to receive the bilingual CVS Caremark Welcome Kits?

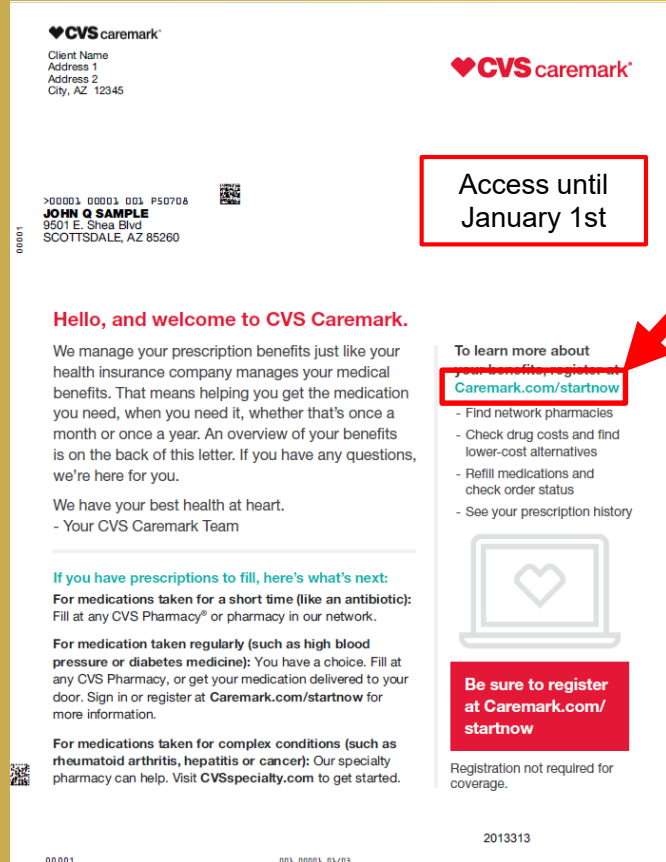
A: All UABT Health Plan Participants

What is the estimated arrival date ?

A: Middle of December between 12/9 -12/22

*delivered to members home addresses

SAMPLE WELCOME KIT



IMPORTANT:

Please advise your employees to open all correspondence from CVS Caremark or UnitedAg



Specialty Pharmacy



Who will receive the bilingual Specialty Welcome Letter?

A: Any member who is currently enrolled with Briova.

What is the estimated arrival date ?

A: The Week of November 25th

What does the letter contain?

A: Important information needed to transfer members prescription to the new CVS Specialty program before January 1st.



[Date]

[Fname] [Lname]
[Address1]
[Address2]
[City, State ZIP]

Transfer your specialty prescription to CVS Specialty® before <DATE>

Dear <Fname>,

Welcome to CVS Caremark®. We are pleased to manage your new prescription benefit plan. As part of your plan, you have a new specialty pharmacy. **You will have to use CVS Specialty to fill your specialty prescriptions starting <DATE>.**

Why this change:

<CLIENT_NAME> wants to help manage specialty medicine costs. We also want to provide you with the support you need.

What the change means for you:

If you use another pharmacy after <DATE>, for your specialty medicine, your medicine won't be covered by your plan. As a result, you will pay more. You may have to pay 100 percent of the cost.

What to do before <DATE>:

Have your doctor send your prescription to CVS Specialty. Your doctor can e-prescribe, call 1-800-237-2767 or fax to 1-800-323-2445.

CVS Specialty benefits include:

- A CareTeam who understands your condition
- Choice of pick up or delivery for your prescription. Pick it up at your local CVS Pharmacy® or have it delivered to any location at no extra cost.*
- Personal support anytime
- Access to [CVSspecialty.com](https://www.cvspecialty.com) and the CVS Specialty mobile app

Visit [CVSspecialty.com/DrugList](https://www.cvspecialty.com/DrugList) to see details about your plan.

Questions? Call 1-800-237-2767. We're here from 6:30 a.m. to 8 p.m. (CT) Monday through Friday. You can also contact the UnitedAg Member Services department at **800-223-4590** or email memberservices@unitedag.org

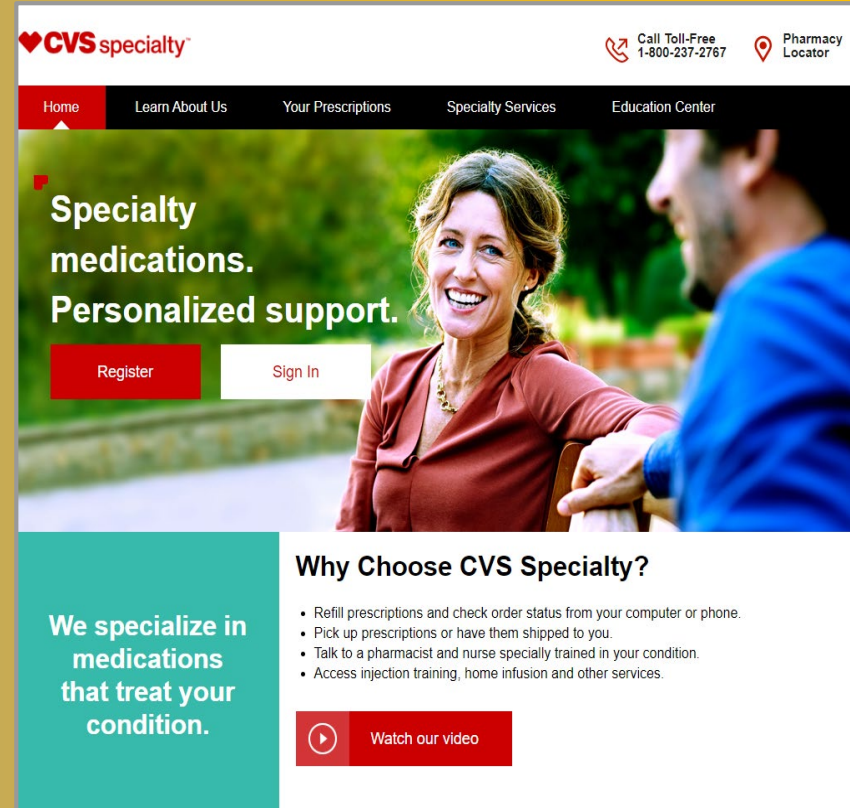
Sincerely,
Your CVS Caremark Team

Will current Briova members receive a welcome call from the CVS specialty team?

A: Yes. To avoid any interruptions with care the CVS Specialty team will be contacting current participants of the Briova program to help assist with the transition.

If a member misses the welcome call from CVS Specialty team can they contact UnitedAg member services?

A: Yes. Our member services team will be ready to assist with any questions regarding the existing and new specialty pharmacy program.



The screenshot shows the CVS Specialty website homepage. At the top, there is a navigation bar with the CVS Specialty logo on the left, a toll-free number (1-800-237-2767) and a Pharmacy Locator icon on the right, and a menu with links for Home, Learn About Us, Your Prescriptions, Specialty Services, and Education Center. Below the navigation bar is a large hero image of a smiling woman in a red top talking to a man in a blue shirt. Overlaid on the left side of the hero image is the text "Specialty medications. Personalized support." and two buttons: "Register" (red) and "Sign In" (white). Below the hero image, there is a teal section with the text "We specialize in medications that treat your condition." and a red button with a play icon and the text "Watch our video". To the right of this teal section is a white section titled "Why Choose CVS Specialty?" with a bulleted list of benefits: "Refill prescriptions and check order status from your computer or phone.", "Pick up prescriptions or have them shipped to you.", "Talk to a pharmacist and nurse specially trained in your condition.", and "Access injection training, home infusion and other services."

Disruption Letters





«[DATE]»

«RVR_FULL»
«ADDRESS2_TX»
«ADDRESS1_TX»
«CITY_TX, STATE ZIP_CD»

**Important changes to
your prescription
benefit plan**

Dear «RVR_FIRST_NM»,

Hello and welcome to CVS Caremark®. Starting «EFFECTIVE_DT»», we'll manage your prescription benefit plan on behalf of «CLIENT_NAME». Today, we'd like to tell you about some changes and what steps you can take now to help ensure you get the most out of your benefits and minimize the amount you pay, while helping to control costs for your plan.

«INSERT – Formulary Table 1 – MODULE 1»

Changes affecting your current medications*

Changes are being made to the list of medications covered under your prescription benefit plan. One or more of the medications you may currently be taking is affected by this change. Review the information below to find out which medications are affected and what steps you need to take before «EFFECTIVE_DATE». When you receive your new Health Benefits ID card, register at Caremark.com **start now** for more information about your pharmacy benefit plan. On or after «EFFECTIVE_DATE» you can visit Caremark.com and use the Check Drug Cost tool to view medication costs and find lower cost alternatives, if available.

CURRENT MEDICATION	ALTERNATIVE MEDICATION	MORE INFORMATION
«END – Formulary Table 1 – MODULE 1»		
«DRUG_LABEL_NM»	Contact your physician for additional information. For your physician: «Member_DRUG_ALT_MSG»	«NON-PREFERRED - COM229» If you continue filling prescriptions for your current medication, you may have to pay more. «END»
«DRUG_LABEL_NM»	«Member_DRUG_ALT_MSG»	«EXCLUSION - 36126A» If you continue filling prescriptions for your current medication, you will have to pay 100 percent of the cost. «END»
«DRUG_LABEL_NM»	«Member_DRUG_ALT_MSG»	«OPIOID MME QL with PA - 43364A» There is a limit on the amount of your current medication that will be covered under your plan. The limit at a local pharmacy is:

Products that qualify as preventive services may be available at a lower cost share or no cost share, depending upon your plan, and may change from time to time. Please check your plan benefit materials should you have any questions about your coverage.

*Certain drug options identified above may be subject to additional prior authorizations or other plan design restrictions. Please consult your plan for further information.

This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information. This document may contain references to brand-name prescription medications that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Caremark.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

7380-503806 10/29/19

TDD: 1-800-863-5488

- The prescription may change in category which may increase the out of pocket cost to the member.
- The current prescription may be excluded from the new formulary which means the member will have to pay 100% of the cost.
- New rules impacting dispensing of opioid medications.
- Compound and controlled medications will require new prescriptions.



ID Card Distribution Beginning of December



Delivery Coordination

- Special Mailing Instructions
- Delivery Contact Person (in care of)
- Verify Shipping Addresses
- Preferred Delivery Time (i.e. closing early for the holidays)
- Method of distribution of new ID cards to employer/employees prior to 1/1
- **Ready to ship:** Email with Tracking #'s

*Deadline to submit any special instructions November 25th

Care Package Checklist

- Current participation list to match against new ID cards. Any member(s) who do not receive a card should contact the enrollment team at: enrollment@unitedag.org
- Individual member cards include:
 1. ID card backing
 2. Member ID Card
 3. Member FAQ
- FAQ on distribution plan – Poster(s)

1

Providing Health Benefits for All Agriculture

Beginning January 1, 2020 Your Pharmacy Network is Changing to CVS Caremark

We would like to take this opportunity to introduce you to your new pharmacy network. Beginning January 1, 2020, your pharmacy network will now be managed by CVS Caremark, the largest Pharmacy Benefits Manager nationally.

With your new pharmacy network, you have access to over 68,000 Pharmacies including ALL major chains and many independent pharmacies. This includes, but is not limited to, Walgreens, Rite Aid, CVS Pharmacy, Walmart, Target, and many more.

We believe in making your member experience flawless. To ensure you are properly identified among our provider networks, avoid disruption of benefits, and guarantee claims are serviced in a timely manner, please replace your previous identification card(s) with the new card(s) attached.

All of the contact information you need to access your benefits is listed in the member ID card attached to this letter (below).

Español en Reverso →

TIPS



How will my health provider know if I'm a UABT plan participant?

When you go to your health providers office, tell the office staff your date of birth and show them your Member ID Card.



What if I don't have a health provider but would like to find one near me?

To find a doctor in your network, visit Blue Shield of CA www.blueshieldca.com/networkPPO
First Health Network www.myfirsthealth.com/locateprovider/locateprovidersearch/



Beginning January 1, 2020, your Pharmacy Network will be CVS Caremark.

To find an in-network pharmacy near you, visit www.unitedag.org/pharmacylocator

IMPORTANT NOTICE

Starting January 1, 2020, your current ID card will no longer be valid. Please present this new ID card to all of your health providers.

If you have any questions, contact UnitedAg Member Services at 800.223.4590 or email memberservices@unitedag.org

2



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

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); 800.541.6852
CVS Customer Care: 888.626.1084
Telemedicine: 800.835.2362

rev01/01/2020

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
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 2398
Montclair, CA 91763
Mail dental Claims to: First Dental
P.O. Box 919029, San Diego, CA 92191

Provider Networks

CA Network Provided by:



RxBIN: 004336
RxPCN: ADV
Rx Group: RX4853



3



YOUR NEW PHARMACY NETWORK BEGINNING JANUARY 1, 2020



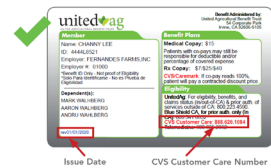
UNITED AGRICULTURAL BENEFIT TRUST
800.223.4590 | memberservices@unitedag.org

CVS Caremark is the largest Pharmacy Benefits Manager, nationwide
With over 68,000 pharmacies in their network, including ALL major chains and many independent pharmacies, CVS Caremark provides convenient access for you and your dependents. This includes, but is not limited to, Walgreens, Rite Aid, CVS Pharmacy, Walmart, Target and Duane Reade.

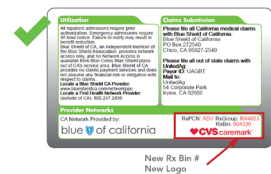
To find your local pharmacy, click here for the listing: www.unitedag.org/pharmacylocator

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

NEW Member ID Card (2020)



OLD Member ID Card (2019)



Important: Please dispose of your **Old ID Card (2019)** and replace with your **New ID Card (2020)** as your old ID card will no longer be valid starting January 1, 2020.

To find your local pharmacy, click here for the listing: www.unitedag.org/pharmacylocator

Pre Communication Materials





Your Pharmacy Network is Changing as of January 1st



UNITED AGRICULTURAL BENEFIT TRUST
800.223.4590 • memberservices@unitedag.org

CVS Caremark is the largest Pharmacy Benefits Manager, nationwide 9,700+ CVS Pharmacies nationwide, including Target locations, Caremark.com and a new 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

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.



To find your local in-network pharmacy, click here: www.unitedag.org/pharmacylocator

NEW Member ID 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 or after January 1, 2020. This number will be on the back of the new member ID card along with the UnitedAg Member Services number.

Your new ID card will be distributed by your employer.



Empezando el 1 de Enero, su Red de Farmacias está Cambiando



UNITED AGRICULTURAL BENEFIT TRUST
800.223.4590 • memberservices@unitedag.org

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 tarjeta 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

¿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 entre 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.



Para localizar una farmacia dentro la red cerca de usted, visite: www.unitedag.org/pharmacylocator

NUEVA Tarjeta de Identificación de Miembro



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 encontrará 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.

Employer

- **Outreach calls** – UnitedAg Client Services & Group Administration
- **Pre-Communication Materials** – CVS Care Mark Flyer
- **CVS Caremark Pharmacy locator** – www.unitedag.org/pharmacylocator
- **CVS 2020 Formulary** – Coming Soon!
- **ID Card Distribution** – Enrollment Team to provide email with:
 - *shipping details (tracking #)
 - *Participation List
 - *ID Cards with FAQ
 - *Poster(s) to communicate new network

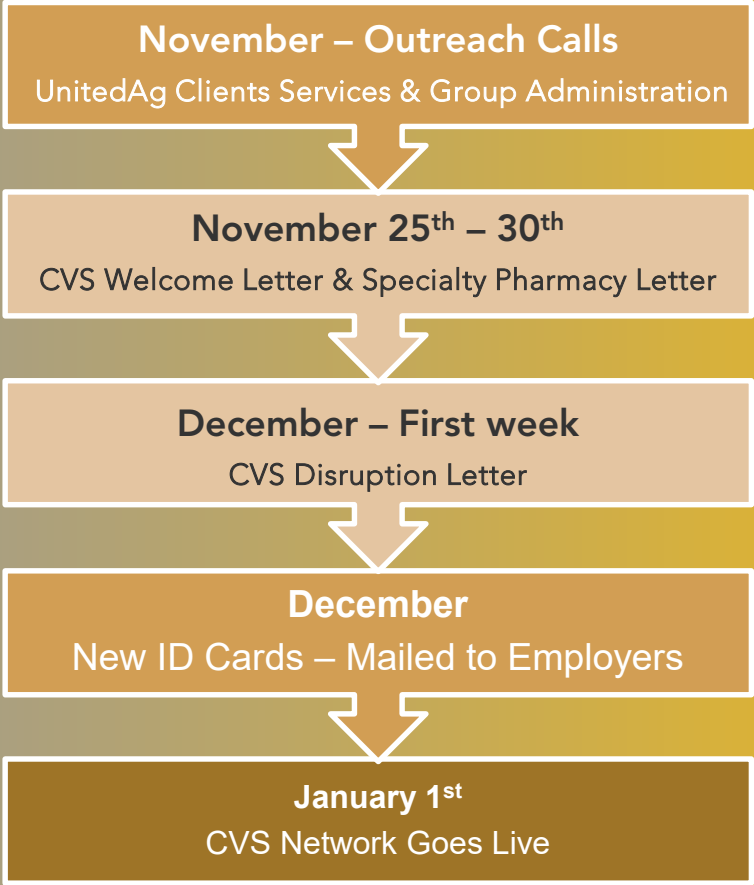
VS

Employee

- **CVS Welcome Letter**
- **CVS Specialty Welcome Letter** (Briova Members)
- **CVS Disruption Letter**
- **CVS Welcome Kits**
- **UnitedAg – New Health Benefits ID Card** (to be distributed by employer)
- **CVS Caremark Pharmacy locator** – www.unitedag.org/pharmacylocator

Important Dates





Questions?

