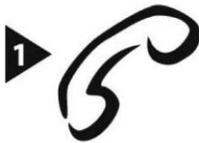


Caremark Prescription Drug Mail Order Program Q's & A's

- Am I eligible to use Caremark Prescription Drug Mail Order Program?**
You are eligible to use the program if you are enrolled in the RedMed health plan. (Group Health enrollees are not eligible to use this program).
- How much does it cost?**
You pay a co-pay of \$5 for generic medication; \$10 for brand name medication; and \$15 for specialty medication.
- When do I use Caremark versus retail?**
Caremark Prescription Drug Mail Order Program works really well if you are on long-term medication, for e.g., high cholesterol medication, etc. Ask your doctor to prescribe a 90-day supply with three refills (this makes the prescription valid for one year for a 90-day supply at each refill).

This program is not suitable if you are prescribed medication to treat an emergent ailment, for e.g. if you are put on a 10-day course of antibiotics to treat an infection. Mail order is intended for chronic or long-term medications, not emergent medications. (This is because delivery time is 10 to 14 calendar days to fill a new prescription). You should fill the prescription at a retail pharmacy.
- How do I get started on Caremark?**

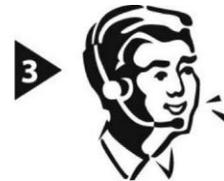
Option 1 - FastStart:



Call toll-free **1-866-776-5677**. (TTY assistance call 1-800-863-5488)



Provide your RxID number (on your medical i.d. card); Prescription name; Doctor's name and phone number; Mailing address; and Payment information. Your credit card information is required for FastStart orders.



The representative will contact your doctor — and even fill out the order form for you!

Option 2- Mail Service Order Form:

Get a 90-day prescription from your doctor, with three refills. Complete a mail service order form and mail it in with your original prescription and payment.

That's it! You can expect to receive your medication within 10 to 14 calendar days from the time Caremark receives your order. We encourage you to start saving time and money with your prescription benefit.

*Once your particular prescription is in Caremark's database, shipping time for refills should only take 5-7 calendar days. (Note: Refills are not automatically sent to you. You need to **order refills** by calling Caremark at 1-866-443-1174, or going online at www.caremark.com).*

- **What are Caremark's operating hours?**

Caremark Customer Service Hours

Monday through Friday	5:00 am – 9:00 pm (Pacific Time)
Saturday	6:00 am – 3:00 pm (Pacific Time)
Sunday	6:00 am – 3:00 pm (Pacific Time)

- **How can I ensure a smooth transition to Caremark's program?**

Be sure that you have a 30-day supply handy when you place your first order through Caremark. Ask your doctor to give you two prescriptions, one for 30 days and one for 90 days; or get a last refill through Jim's Pharmacy. You should get your mail order prescription from Caremark within 10 to 14 calendar days from the date your order is placed. Once filled, your refills should only take 5 to 7 days.

- **Are refills automatically sent to me?**

No. You need to call Customer Service Toll-Free Number: **1-866-443-1174**; or go on-line at www.caremark.com. Automatic refills are not sent in order to avoid medication wastage.

- **How do I check the status of my prescription?**

Customer Service Toll-Free Number: **1-866-443-1174**

- **When is the earliest that I can order a refill?**

You may order refills after 60 days (your prescription bottle will have a refill date indicator on the label)

- **What is the delivery time for a refill?**

It usually takes 5-7 calendar days from the date your order is received.

- **Can I request a vacation prescription order?**

Yes. According to regulations, we can only concede to this twice a year.

- **Can I request to expedite delivery of my prescription?**

You may request to expedite delivery; however, you will be charged for this additional service. Remember that the expedited service only affects the time it takes to send the prescription to you once it is filled.

- **Will I be getting generic medication?**

In order to provide you with high quality medicine at the best possible price, we will substitute generic medicines for brand name products whenever possible, i.e. if your doctor indicates that generic substitution is allowed. If you cannot consume a generic substitute, please have your doctor indicate brand name only on your prescription. You can also indicate it in the Mail Service Order Form if you are mailing in your prescription.

- **What are my payment options?**

You may pay for your prescriptions by check, credit card, or money order. Debit cards with a VISA® or MasterCard® logo are also acceptable. If you use FastStart, your credit card information is required. When refilling prescriptions on the phone or on-line, you will be asked if you want the previous credit card used or if you want to designate another card for payment of this refill order.