

| Brand Drug | Generic Drug | Used to Treat |
|---------------|-------------------|---------------------|
| Adderall | amphetamine | ADHD |
| Ambien | zolpidem tartrate | Sleep problems |
| Cozaar | losartan | High blood pressure |
| Effexor XR | venlafaxine ER | Depression |
| Flonase | fluticasone spray | Allergies |
| Fosamax | alendronate | Osteoporosis |
| Glucophage | metformin HCL | Diabetes |
| Glucotrol XL | glipizide ER | Diabetes |
| Hyzaar | losartan HCTZ | High blood pressure |
| Mobic | meloxicam | Arthritis pain |
| Pravachol | pravastatin | High cholesterol |
| Prevacid | lansoprazole | Heartburn/reflux |
| Prilosec | omeprazole | Heartburn/reflux |
| Prozac | fluoxetine | Depression |
| Sonata | zaleplon | Sleep problems |
| Wellbutrin SR | bupropion SR | Depression |
| Zocor | simvastatin | High cholesterol |

877-278-0328. You can also call Caremark toll free at 866-465-2496 or pick up a new prescription from your doctor and send it to Caremark when your refill is due.

Q. If I request a generic version of my drug and there is not a generic available, will Caremark send me the brand-name drug and charge me the brand-name payment amount?

A. Yes, but you should call Caremark Customer Care toll free at 888-963-7290 ahead of time to make sure that you send the correct payment and that future orders are not delayed due to outstanding balances on your account. Please call if you are not sure if a generic is available.

Q. How can I check on the status of my prescription?

A. Visit the website on your ID card and log in to select the mail-service link. Or go to the Caremark website at www.caremark.com to check your order status or sign up for order status updates by e-mail, text or phone. You can also call Caremark toll free at 888-963-7290 and ask for the status of your prescription.

Q. Will you send my refills automatically?

A. Yes, but only if you sign up for the Caremark automatic refill program on its website or by phone. After you receive your first mail-service prescription, go to the Caremark website at www.caremark.com or call Caremark toll free at 888-963-7290. If you don't sign up for the automatic refill program, you'll need to request your refills each time you're ready for them, either on the Caremark's website, by phone or by mailing in your refill form to Caremark.

Q. How will I know when I can refill my prescription?

A. Each time the mail-service pharmacy fills a prescription for you, you will receive a notice with the number of refills you have left and when you should request a refill. You can also call Caremark toll free at 888-963-7290 and ask for this information. Or you can sign up for convenient refill reminders by e-mail, text or phone or on the Caremark website at www.caremark.com. Call Caremark Customer Care toll free at 888-963-7290 and ask for this information.

Q. How many refills can I get from the mail-service pharmacy?

A. Most prescriptions are valid for one year from the date your doctor writes them. If your doctor prescribes a 90-day supply with three refills, you can get refills for one year from the date your doctor wrote your prescription, unless prohibited by law, as in the case of certain controlled substances.

Q. How do I order refills?

A. After you get your initial prescription, you may request a refill on the Internet, by phone or by mail. Have your prescription refill form with your prescription number close by when you reorder. For Internet refills, go to the website on your ID card and click on the link to Caremark. You may also call Caremark Customer Care toll free at 888-963-7290 to refill your prescription by phone. If there are no refills available, Caremark will call your doctor for authorization to refill your prescription(s). If your prescription is out of refills, please allow extra time to process your order.

Q. Will Caremark automatically dispense generic drugs?

A. No. Caremark will substitute a generic for your brand-name prescription when a substitute generic drug is available, your doctor authorized generic substitution on your prescription and you authorized generic substitution (on your order form or by phone).

Q. If my doctor prescribed a brand-name drug, can I change my refill prescription to the generic version?

A. If your doctor authorized generic substitution on your prescription, you can request that Caremark change your refill prescription to a generic equivalent, if available. If your doctor did not authorize generic substitution, Caremark cannot change your prescription without your doctor's approval. To change your prescription, your doctor can fax a new prescription to Caremark toll free at



Always Check Your Mail Service Prescriptions Upon Receipt

If you need help or have any questions: Visit the website on your ID card and log in or contact Caremark toll free at 888-963-7290. You can also visit the Caremark website at www.caremark.com.

For Special Services:

For telecommunications device (TDD) assistance, please dial 800-863-5488.

Mail Service Pharmacy Program



South Carolina

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association

www.SouthCarolinaBlues.com

The easy way to save money on your prescription drugs!

On behalf of your health plan, Caremark administers your mail-service pharmacy program. Caremark is an independent company that administers prescription drug benefits. Mail service is ideal if you take prescription drugs on an ongoing or regular basis. When you use the Caremark Mail-Service Pharmacy, you can save on the prescriptions you take. You'll also enjoy these features:

- Up to a 90-day supply of your prescription drug(s) at one time with free standard shipping
- 24-hour, toll free hotline to speak with a registered pharmacist about any questions or concerns you may have
- Convenient Internet and refill-by-phone services to order your refills any time, any day
- Helpful order updates and refill reminders, by e-mail, phone or text

Q. How do I get started?

A. Getting started is easy! All you need to do is call Caremark toll free at 866-465-2496. A Caremark representative will fill out a mail-service order form for you and contact your doctor for your prescription. You'll need your member ID number, the name of your drug, your doctor's name and phone number, and your shipping address. You will also need to provide a credit card to pay for your mail service prescription, along with the expiration date for the card you use.

You can also give your doctor's office the toll-free mail-service physician number, 800-378-5697, and let your doctor call in your prescription for you. For faster processing be sure to give your doctor your member ID number, your mailing address and your phone number. Once your doctor calls in your prescription, Caremark will contact you to get your payment information.

Or, ask your doctor for a new prescription for up to a three-month supply of your drug, with three refills. Once you get your prescription, print, complete and mail an order form with your original prescription(s) and payment to the processing center at:

Caremark
P.O. Box 94467
Palatine, IL 60094-4467

Q. Can I fax my prescriptions?

A. No. Caremark cannot accept faxes from patients due to state laws and regulations. You can ask your doctor to fax prescriptions, except for certain controlled substances, directly to Caremark toll free at 800-378-0323.

Q. Is it safe to use mail service?

A. Yes. A registered pharmacist carefully checks and rechecks each prescription against your personal drug profile. If there is a question about your prescription, the pharmacist will call your doctor before filling your prescription. Along with extensive quality checks in the pharmacy, Caremark mails all prescriptions in sealed, tamper-proof packages with no indication they are from a pharmacy.

Q. Where can I get mail-service order forms?

A. You can get mail-service order forms by visiting the website on your ID card. You can also call Caremark Customer Care toll free at 888-963-7290.

Q. What if my doctor left off the strength or other important information on my prescription. May I write it in?

A. No. You should ask your doctor for a new prescription before mailing it to Caremark. If your prescription is incomplete or if it appears to be different from the original order, a pharmacist will call your doctor. This may delay your prescription.

Q. How much will my mail-service prescription cost?

A. That depends on your benefit plan, the type of drug and the drug cost. You should check your benefit information for the amounts you pay for mail-service prescriptions. Or log in to the website on your ID card or call Caremark toll free at 888-963-7290.

Q. Can I send cash? Can I charge my prescriptions on my credit card?

A. No. Do NOT send cash. Caremark accepts all major credit cards, so you can charge your prescription drug payments. Or, you may send a check or money order payable to Caremark.

Q. I just got a prescription that I must start taking right away. What should I do?

A. You should get any prescription you need right away filled by a local retail pharmacy. If you will be taking this drug on an ongoing basis, ask your doctor for two prescriptions – one for your local pharmacy and one for the mail-service pharmacy. The prescription for your local pharmacy should be for no more than a 30-day supply. The prescription for the mail-service pharmacy could be for up to a 90-day supply with three refills, if appropriate.

Q. How long will I have to wait for my order?

A. Caremark processes and mails most orders within 48 hours of receipt, but sometimes weekends, holidays and shipping may result in unavoidable delays. To make sure you have your medication when you need it, always allow 14 days to receive your mail-service prescriptions.

Q. How much medication will I receive?

A. That depends on your prescription, your benefit plan and any limits required by state law and regulations. Caremark cannot fill a prescription for a higher quantity than allowed by your doctor or your benefit plan or where prohibited by state law and regulations.

Q. My doctor wrote a prescription for a 30-day supply and two refills. Can the pharmacy combine these and send me a 90-day supply?

A. No. Caremark must follow your prescription exactly as written. If you want to receive a prescription for a 90-day supply, ask your doctor for a new prescription with up to three refills, if appropriate.

Q. How will my prescription be mailed?

A. Most prescriptions are shipped first-class U.S. Mail. You may also request overnight or second business day shipping for an additional charge.

Q. I am not home during the day to accept a Federal Express package. What should I do?

A. You should give Caremark another address to which your prescription should be delivered.

Q. I store my prescription drug in the refrigerator. Can I still use mail service?

A. If refrigeration is required for your prescription, Caremark will include a cold pack with your mail-service package.

Q. Should I request generic drugs from my doctor?

A. Yes. Choosing generics is an excellent way to save money! Since there may be more than one drug that treats your health condition, ask your doctor if generics are right for you. With generic drugs, you get the same quality as brand-name drugs at a lower cost.

Q. What is a generic drug?

A. A generic drug is a drug that's identical to its brand-name counterpart in dosage, safety, strength, quality and the way it's used and the condition it's used to treat. Generics become available when patents expire on brand-name drugs.

The color and shape of a generic drug may be different from its brand-name counterpart, but the FDA requires their active ingredients be the same. To learn more about generic drugs, talk to your doctor or pharmacist.

Q. Are generic drugs safe?

A. Absolutely. The FDA approves all generics and holds them to the same high-safety standards as brand-name drugs. And best of all, generics are always on our Preferred Drug List.

Q. Is there a generic drug available for my condition?

A. Most likely. There are generics available to treat many conditions and many commonly prescribed drugs have generic versions. In fact, nearly eight out of every 10 prescriptions are now filled with generics. Below are a few of the most popular brand-name drugs, their generic versions and the conditions they both may be used to treat.