

The prescription drug program currently administered by Serve You Rx through Benefit Plan Administrators (BPA) will be transitioning to CVS/Caremark effective January 1, 2023. CVS/Caremark is a nationwide Pharmacy Benefit Manager (PBM) with a large network of over 67,000 pharmacy locations. A [Welcome Kit](#) from CVS/Caremark will be sent to you in December and will provide additional information to you regarding items you can access through the CVS/Caremark website as well as customer service support options. This change is being facilitated to take advantage of deeper discounts, management programs, and cost control measures to provide savings to our covered members and the health plan.

Please note the underlying prescription drug benefits are mostly unchanged on the Traditional Health Plan and the High Deductible Health plan. However, you may notice some changes between the Serve You Rx and Caremark formularies (list of drugs) and this could result in a change in some of your prescription costs.

You will be required to notify your pharmacy of this change to CVS/Caremark for prescriptions beginning January 1, 2023.

	Traditional Health Plan	High Deductible Health Plan (HSA Eligible)
Out-of-Pocket Maximum (Pharmacy)	\$1,000 (up to \$3,000 per family)	Prescriptions subject to medical out-of-pocket limits
Prescription Drug Deductible	N/A	N/A – subject to medical deductible
Generic	30% copay - \$10 minimum (\$25 copay mail order)	20% after deductible (20% after deductible – mail order)
Formulary Brand	30% copay (\$75 copay mail order)	20% after deductible (20% after deductible – mail order)
Non-Formulary Brand	30% copay (\$75 copay mail order)	20% after deductible (20% after deductible – mail order)
Specialty	30% after deductible	20% after deductible
Preventive Drugs (as classified by ACA)	\$0 copay ACA Preventive Drugs covered at no charge (generic/single source brand only)	\$0 copay ACA Preventive Drugs covered at no charge (generic/single source brand only)
Days Supply	Retail – 30 days Mail Order – up to 90 days CVS Maintenance Choice – up to 90 days (maintenance medications)	Retail – 30 days Mail Order – up to 90 days CVS Maintenance Choice – up to 90 days (maintenance medications)

FREQUENTLY ASKED QUESTIONS (FAQS):

Who is CVS/Caremark?

CVS/Caremark is the new pharmacy benefit manager for the Diocese of La Crosse effective 1/1/2023. CVS/Caremark processes and manages prescription claims. You will receive a Welcome Kit in December prior to the effective date.

What are some common participating retail pharmacies in CVS/Caremark’s network?

With CVS/Caremark you will have access to over 67,000 pharmacies nationwide. There is a good possibility that your current pharmacy will be in-network. CVS, Walgreens, Walmart, Costco, Sam’s Club, Hy-Vee, as well as many local pharmacies are available. Pharmacy locations can be found by registering at www.caremark.com.

Diocese of La Crosse – Lay Plans

Prescription Drug FAQ

January 1, 2023

Will I receive a new ID card?

Yes, you will receive a new ID card from Anthem with the Caremark information on it. Make sure you begin using your new ID card after January 1, 2023.

What happens if I go to a retail pharmacy that does not participate with CVS/Caremark?

If you go to a retail pharmacy that does not participate in the CVS/Caremark network your prescription claim will be denied and you would have to pay the full price of the prescription. You may submit a claim for Out-of-Network reimbursement however it will be at a lower rate of reimbursement. To maximize your benefits and receive the lowest cost available, choose an in-network pharmacy.

What is Dispense as Written?

If you should choose a higher cost brand name drug when a lower cost generic drug is available, you will pay your applicable copay/cost share plus the difference in cost between the lower cost option.

What is Maintenance Choice?

Maintenance Choice is a CVS program that allows you to fill your maintenance medications, up to a 90-day supply, at a local CVS pharmacy for the same cost as mail order. You still have the option to use mail order services through CVS if you choose.

What is Script Sync?

Script Sync is a pharmacy capability from CVS Health that aligns a member or caregiver's maintenance medication fill schedules making it easier for them to stay on the therapies they need to effectively manage their conditions. You and your dependents can work with a pharmacist team to align 30-day maintenance medication prescriptions to be picked up at a single visit and avoid multiple trips to the pharmacy throughout the month. *Applies to all CVS Retail pharmacies only.

Where can I fill a specialty drug?

Specialty drugs will be filled through the CVS/Caremark specialty pharmacy. If you are currently taking a specialty medication, CVS/Caremark will be making outreach to you to help transition your prescription.

What if I previously had a medication go through a Prior Authorization process?

Existing Prior Authorization requests will be transferred from Serve You Rx to CVS/Caremark and will be honored until they need to be renewed.

What if I am currently receiving a maintenance medication through the mail?

You will need to work with CVS/Caremark to continue future mail order prescriptions after 1/1/2023. You may also choose to take advantage of the Maintenance Choice program at a local CVS pharmacy for your maintenance medications.

Where can I access my personal prescription information?

You can access your prescription benefit information by registering and creating an account at www.caremark.com or by downloading the CVS/Caremark app on your smart phone.

What kind of information can I access on the caremark.com website and app?

Once registered, and your coverage is active, you can access order status and history, cost, and coverage information, set up payment and billing options, find information on medication use and safety, search the drug formulary, as well as other useful information regarding your prescription drug benefits.

How can I make the transition from Serve You Rx to CVS/Caremark easier on myself?

- To avoid any potential delays or issues, if you have a medication that can be refilled prior to January 1st through Serve You Rx it is recommended to do so.
- If you receive a phone call or letter from CVS/Caremark, please respond in a timely manner so your prescriptions are not delayed.