Welcome to your CVS Caremark pharmacy benefits plan

Your new plan starts January 1, 2020

CVS Health
Agenda

Introducing you to CVS Caremark

Making your transition as easy as possible

Special programs for you as a CVS Caremark plan member

Tools and resources to support you

Q & A
CVS Caremark introduction
Focused on your health and well being
We are excited to be your pharmacy benefits provider and are here to assist you

CVS Caremark is the largest pharmacy benefits manager

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, Target and Duane Reade

Your experienced Customer Care team

Available 24 hours a day, seven days a week, 365 days a year at 1-888-626-1083.

This number will be on the back of your CVS Caremark member ID card
Making your transition to CVS Caremark as easy as possible
We’re here to help you!

Filling prescriptions
Convenient access to all major chains and most independent pharmacies
You may continue using your local retail pharmacy
To fill a prescription at a retail pharmacy, just present your new CVS Caremark member ID card to your pharmacy

Online convenience
In mid-December, you can visit our website, Caremark.com to create your member profile
OR, the CVS Caremark mobile app – available for download from the App Store – makes prescription management easier

Transition support available now
SCSD Customer Care Team: 1-888-626-1083
Current prescriptions with available refills from your former mail service pharmacy and specialty pharmacy will be transferred automatically to CVS Caremark
# Personalized communications to make your transition to CVS Caremark simple

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<td>CVS Caremark Customer Care phone support for SCSD is available to you now at <strong>1-888-626-1083</strong>. 24 hours a day, 7 days a week</td>
<td>If you or your dependents have a specialty pharmacy prescription or current medication not on the CVS Caremark formulary, you will receive letters by mid November, 2019, to help you transition to your new plan</td>
<td>You will all receive your CVS Caremark welcome kit and <strong>member ID card</strong> by December 31, 2019</td>
<td>Members will receive a personalized email that invites them to engage digitally via a new Extra Care Health website and attach their benefit to their existing EC card. If they don’t have an EC card, they will be able to get one online</td>
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You will receive your welcome kit by December 31, 2019

Your kit will include your new CVS Caremark member ID card with the Customer Care number on the back.

Hello, and welcome to CVS Caremark.
We manage your prescription benefits just like your health insurance company manages your medical benefits. That means helping you get the medication you need, when you need it, whether that’s once a month or once a year. An overview of your benefits is on the back of this letter. If you have any questions, we’re here for you.
We have your best health at heart.
- Your CVS Caremark Team

If you have prescriptions to fill, here’s what’s next:
For medications taken for a short time (such as an antibiotic): You can fill your prescription anywhere in the CVS network of more than 6,000 pharmacies nationwide.
For medications taken regularly (such as high blood pressure or diabetes medicine): You can fill your maintenance medications at your local CVS Pharmacy® or have them delivered to your door—whatever works best for you. See the enclosed insert to learn more about mail service delivery and get started.
For medications taken for special conditions (such as rheumatoid arthritis, hepatitis or cancer): Our specialty pharmacy can help. Visit CVS Specialty.com to get started.

Get your online benefits by registering at Caremark.com/startnow
- Find network pharmacies
- Refill medications and check order status
- Check drug costs
- See your prescription history

Your new member ID card will have a reminder sticker to make it easy to register online.
The CVS Caremark app makes prescription management easier

Available for download through the App Store, the CVS Caremark app lets you refill mail service prescriptions, track order status, view prescription history and more.
Register on Caremark.com or on the mobile app in mid-December

CVS Caremark’s digital features allow you to quickly and easily:

- Refill mail service prescriptions
- Initiate new prescriptions
- Check drug costs and find savings opportunities
- Locate pharmacies within your network
- Transfer prescriptions between mail service and CVS Pharmacy
- Resource a rich index of health-related articles and videos through the Health Information Center
New programs available to you from CVS Caremark
Maintenance Choice gives you two convenient options to fill 90-day prescriptions

**CVS Pharmacy**
Fill a 90-day prescription (three-month supply) at a local CVS Pharmacy and/or the CVS Pharmacy inside Target

**CVS Caremark mail service pharmacy**
Continue to use home delivery with flexibility to order by phone or online
Most prescriptions ship within 24 hours of order receipt

After the second fill of a maintenance medication, a Maintenance Choice option is required

**Key benefits for all maintenance choice options**
Mail copays for 90-day prescriptions through either CVS Pharmacy or CVS Caremark Mail Service
Same rigorous clinical guidelines followed to help ensure safe, evidence-based care
Pharmacists available to counsel members face-to-face at point of sale or by phone
CVS Specialty – specialty services for patients with rare or complex conditions

As a specialty pharmacy, we can help make managing your medications and your condition a little easier. We’ll be with you every step of the way.

Just like your doctor is a specialist in your condition, we’re specialists in medications that treat your condition. That expertise allows us to offer you more personalized support. We can:

Advise you about your medication and condition

Help you manage symptoms and multiple medications

Provide clinical support

Visit CVSspecialty.com/newpatient to get started with convenient and time-saving online tools:

- Prescription refills
- Shipping confirmations and tracking
- Order status
- Refill reminders
- Prescription history
Specialty Connect: giving you a choice of pick up or delivery, plus extra support

Making it as convenient as possible to fill, refill and get your specialty medications

You can pick up your medication:
While CVS Specialty isn’t a neighborhood pharmacy you can walk into, we can have your medications available for pick up at any CVS Pharmacy (including those inside Target stores)*

We’ll be sure they have everything you need when you stop by

Or have it delivered to your door:
Choose the convenience of having your medication delivered by mail to your home, office, doctor’s office or even a temporary address if you are traveling

It’s one less thing to think about

*Where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires 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 Drugs locations. Image source: CVS Health Creative Resource Library, accessed 2018.
Your CVS Specialty CareTeam: support you need, when you need it

For patients with Crohn’s disease, cystic fibrosis, Gaucher’s disease, hemophilia, lupus, multiple sclerosis, rheumatoid arthritis or ulcerative colitis

Led by pharmacists and nurses
specially trained in your condition, your CareTeam can answer any questions about your medication or condition
They are available anytime at the number on your prescription label

With CVS Specialty, you have the support of your own CareTeam

Your CareTeam also can:
Help you manage side effects
Remind you when it’s time to refill
Help you stay on track
Teach you to effectively take your medication
Set up injection training or home infusions
Check your dosage and medication schedules
Get you started with digital tools
Tools and resources to support you
3 things to remember about your new CVS Caremark pharmacy benefits plan

**CVS Caremark member ID cards**

- Mailed to employees in mid-December
- You will have separate ID cards for medical and pharmacy
- Remember to present your new CVS Caremark member ID card at your retail pharmacy after January 1, 2019

**Member tools**

- Register at Caremark.com in mid-December
- OR, download the digital app for CVS Caremark for iPhone/iPad and Android

**Customer Care**

- Our experienced team is ready to take your calls now
- Please call us at 1-888-626-1083 if you have any questions or need help

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Your new ExtraCare Health Card saves you money while earning ExtraBucks rewards

A special discount just for being a CVS Caremark member

20% discount
on thousands of regularly priced
CVS Health Brand health-related items*

2% back
in ExtraBucks rewards
from everyday purchases

Pain relievers, allergy, cough and cold remedies,
heartburn and stomach remedies, vitamins, first
aid, baby care, and more

CVS Health brands cost up to
20% less than national brands**
saving you even more money

Excludes alcohol, gift cards, lottery, money orders, prescriptions, postage stamps, pre-paid cards or items reimbursed by a governmental program. Customers must shop during the 45 day distribution period to receive their 2% and prescription ExtraBucks Rewards, which will be rounded down to the nearest $0.50. Members who do not spend $25 in qualifying purchases or who do not otherwise reach a minimum of $0.50 in ExtraBucks Rewards by the end of an earning period will not receive rewards and will not have earnings carried over. The list of items is subject to change. Valued at $1 or more. **Based upon CVS Health national brand equivalent products; regular non-promo pricing; CVS Health data ending 6/28/2014. ExtraCare Health program availability subject to Legal and Tax approval. Client adopts the ExtraCare Health Card as part of its plan benefit. Clients much meet Underwriting criteria to implement the ExtraCare Health Card.
Welcome to CVS Caremark!

We’re looking forward to serving you and your pharmacy benefit needs