



**ATTENTION: Please review this information as it may require action**

**SUBJECT: Information about your pharmacy benefit, effective September 1, 2012**

Dear Member,

The Egyptian Trust is pleased to announce a new partnership with CVS Caremark. This exciting new relationship gives the Egyptian Trust the opportunity to offer you, our valued member, important enhancements to your prescription benefits.

**The Egyptian Trust, with CVS Caremark, is pleased to offer:**

- A broader pharmacy network (including Walgreens)
- Continued 90 day retail access for maintenance medications
- Mail service options that ease the use of mail order
- Enhanced web-based tools

Informational flyers on how to get the most value from your prescription benefit using the new mail service are included. These flyers contain important information about your pharmacy changes. A detailed formulary listing, formulary exclusion list, and a CVS Caremark mail service order form are also included and additional copies may be obtained on [www.egtrust.org](http://www.egtrust.org) or by visiting [www.caremark.com](http://www.caremark.com); and click on "My Account" and then "Forms for Print".

CVS Caremark's formulary list does contain some differences from the Express Scripts' formulary. Please take a moment and review the formulary to see if the brand-name medications, you are currently taking, are formulary under the CVS Caremark formulary. If you find that your brand-name medication is not going to be formulary under CVS Caremark, we would recommend speaking with your physician about choosing a clinically appropriate cost effective alternative. If you find that you are currently taking a medication on the formulary exclusion list, you will be receiving a separate letter explaining what process you will need to take in order to switch to a formulary alternative.

CVS Caremark will work with Express Scripts Home Delivery to transfer your existing mail service refill(s) so you will not have to get a new prescription(s) from your doctor. However, **you must call 1.866.475.7589 and confirm your information or you will not be able to fill your next prescription.** When calling the above number please inform the customer service agent you are new to CVS Caremark and calling to confirm that your information transferred correctly.

Some medications cannot be transferred to another pharmacy. If you have existing refills at Express Scripts Home Delivery, for the following types of medication, you must get a new prescription from your doctor and mail it to CVS Caremark along with a mail service order form.

- **Controlled substances** (If you are not sure whether this affects you, please ask your doctor)
- **Compound medications**
- **Expired Medications**
- **Prescriptions that have no refills remaining**

Once you have called and verified your information, there are **three** ways you can request a refill for a transferred prescription:

1. **Online:** Register at **www.caremark.com** to order refills and check the status of your order at any time. Have your prescription benefit card ready. **Please note:** You will not be eligible to register online until **September 1, 2012**.
2. **By phone:** Call CVS Caremark toll-free at **1-866-475-7589**. Members will be required to provide their name, DOB, ID number and medication name for verification purposes.
3. **By mail:** Complete a mail service order form for each prescription and send to the addresses indicated on the form with the appropriate copayment to CVS Caremark. If you are requesting a new prescription and/or a refill of a transferred prescription, you must complete an order form. Please allow up to 10 days from the time CVS Caremark receives your order for delivery of your medication(s).

You will be receiving an updated ID Card reflecting the CVS Caremark pharmacy claims processing information. Please remember to present your new ID Card at the pharmacy beginning September 1, 2012.

If we can help answer any questions you may have about the changes to your prescription coverage, please call the number on the back of your new ID Card or you may also visit [www.egtrust.org](http://www.egtrust.org) or [www.caremark.com](http://www.caremark.com) on, or after, September 1, 2012.

Yours in good health,

The Egyptian Trust