

Keep this guide to use again later!

NORTHWEST PLUMBING & PIPEFITTING INDUSTRY HEALTH, WELFARE AND VACATION TRUST



**HOW TO FILL YOUR
PRESCRIPTIONS**

You Can Choose How To Get Your Prescription Filled

The Trust is providing this guide to help you understand how to use the Prescription Drug Plan through CVS Caremark. Refer to it when you need to fill a prescription.

CVS CAREMARK CUSTOMER CARE is always available to help. Simply call the number on your ID card (866-818-6911, toll-free).

Legend:

">" indicates user visit the noted website and follow menu entries in order provided.

RETAIL PHARMACY

For prescriptions you only need to fill once or twice, get them fast at your local pharmacy.

Get the best benefit coverage by going to a participating pharmacy. Find one online at Caremark.com > [Order Prescriptions](#) > [Find a Pharmacy](#). Or, call the number on your CVS Caremark ID card.



MAIL ORDER

Order maintenance medications (prescriptions you take regularly, on an ongoing basis). You'll enjoy the convenience of home delivery, get up to a 90-day supply in every shipment—and save money.

Option 1 ONLINE:



1 Register first at Caremark.com. Then log in to create your personalized home page.

Option 2 MAIL:



1 Fill out the Mail Service Order Form (call Customer Care at 866-818-6911 (toll-free) to request one or get it online at Caremark.com).

Option 3 PHONE:



Submit

1 Ask your doctor to submit NEW prescriptions to CVS Caremark electronically or by fax.

TIP:

Participating pharmacies include most major pharmacy chains and many independent drug stores.

Ask your doctor's office to call in your prescriptions to the pharmacy you choose. Or, take the written prescription to the pharmacy yourself.



-OR-



TIP:

Have maintenance medication refills automatically ready to pick up at your pharmacy each month with ReadyFill®. Set up your preferences on Caremark.com or by calling Customer Care.



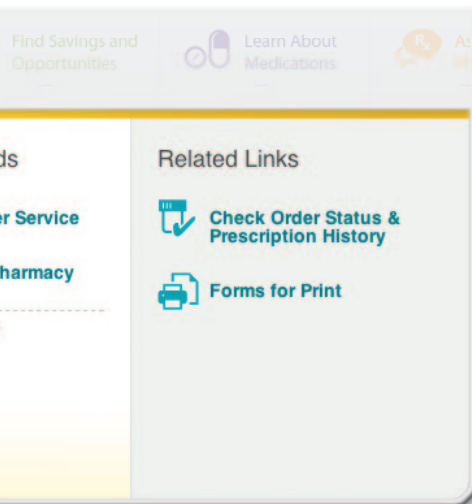
Order refills: Call your pharmacy or order online at Caremark.com > [Order Prescriptions](#) > [Refill a Prescription](#).



Download the Caremark mobile app to your smartphone or mobile device to manage your meds anytime.



Down Menu



3 Order a new prescription: Click *Request a New Prescription*. Enter your medication and doctor; CVS Caremark will call your doctor to confirm. (Your doctor may be set up to submit prescriptions electronically or by fax for you).

4 Transfer a prescription: If you currently get refills at a participating pharmacy, just click *Transfer a Prescription* to switch to mail order. (Call Customer Care to transfer from a non-participating pharmacy.)

5 Order refills: Click *Refill Mail Order Prescriptions* to reorder. Set notifications to remind you when to reorder, or set up ReadyFill at Mail® for automatic refills. Click *Home* > *My Account* > *Manage Your Prescriptions*.

6 Receive your order (shipped free via USPS) within 10 BUSINESS days.

TIP: Check on the status of your mail order anytime. Just click *Check Order Status and Prescription History*.

2 Set up your mail service account. Click *Order Prescriptions* > *Start Mail Order Service*.



2 Mail it with the original prescription and your payment.



3 Receive your order (shipped free via USPS) within 10 BUSINESS days.



To order refills, complete and mail the refill order form that comes with every shipment.



2 Call Customer Care at 866-818-6911 (toll-free) to complete your NEW prescription order. Or, call to TRANSFER a current retail prescription.



3 Receive your order (shipped free via USPS) within 10 BUSINESS days.



Call Customer Care at 866-818-6911 (toll-free) to order refills (or to set up ReadyFill at Mail® for automatic refills).



FREQUENTLY ASKED QUESTIONS



How can I CONVENIENTLY get my prescriptions filled?

Ask your doctor to order new prescriptions for you, either by calling your pharmacy or by submitting them to CVS Caremark (online or by fax). Then just go pick them up or call CVS Caremark to complete your mail order.



Why should I ask for GENERICS?

You always save money when you choose generics. They are just as safe and effective as brand-name drugs, at a fraction of the cost. Talk to your doctor about generic alternatives that might be right for you.



Can I make sure I NEVER RUN OUT of my maintenance medications?

Yes! Set up the ReadyFill® service to automatically have your refills waiting for you to pick up at the pharmacy or mailed to you every three months. What could be easier?!



How do I to find out the STATUS OF MY MAIL SERVICE ORDER?

Did you know the Caremark website was redesigned based on customer feedback? When you log in, you'll see all of your recent orders front and center on your dashboard. It's that easy! Check it out at Caremark.com.



Is it really SECURE to order my prescriptions online and have them delivered by mail?

Yes. Caremark's website has rigorous security features and your password protects your personal information. Every shipment is delivered in a sealed polybag and delivered by a major postal carrier. For added security, some medications require your signature upon delivery.



What if I need to TALK TO A PHARMACIST about my prescriptions?

No problem. A pharmacist is available to talk to 24 hours a day. Call Customer Care at 866-818-6911 (toll-free) and choose the option to speak to a pharmacist. For non-urgent questions, you can email a pharmacist on Caremark.com.



HOW MUCH do I pay?

That depends on whether you use a participating or non-participating pharmacy, or the mail order service. All the details are in your Plan Booklet, online at nwplumberstrust.com or call the Trust Administration Office at 866-417-4240 (toll-free) for information.

QUICK CALL GUIDE

When you need to...	Here's who to contact...
<ul style="list-style-type: none"> • Find a participating pharmacy • Get the status of your mail service order • Refill a prescription or set up ReadyFill® for automatic refills • Talk to a pharmacist about your medicines 	<p>CVS Caremark Customer Care at 866-818-6911 (toll-free)</p> <p>Or visit Caremark.com</p> <p>Tip: When you call Customer Care, most of your questions can be answered through the automated system. But if you want to speak to a real, live person, press "0" to talk to a representative.</p>
<ul style="list-style-type: none"> • See your Plan Booklet: Go to the website or call for assistance • Find out about eligibility or benefits 	<p>Trust Administration Office at 866-417-4240 (toll-free). Eligibility - Option 4; Claims & Benefits - Option 0</p> <p>Or visit nwplumberstrust.com</p>