

## Instruction for Refill Prescriptions



### Refill-by-Phone:

Call Caremark's Refill-by-Phone Center toll-free at 1-888-202-1654 using a touch-tone phone.

You may order refills for one or more of your prescriptions — 24 hours a day. As an added feature you can also inquire on the status of any order recently submitted to Caremark.

When using the **refill-by-phone option**, you will need the following information:

- Participant's ID number provided by your plan
- Participant's date of birth
- 9-digit prescription number located in the box on your prescription and refill labels
- Your VISA, Discover, MasterCard or American Express number if your plan requires a payment

### Refill-by-Mail:



Complete sections A and B on the back of this form. Affix the Caremark refill label(s) in the space allowed.

The **Bar Code portion of the label** should be placed on the face of the envelope. For more than one refill prescription, apply only one bar code to the face of the self-addressed envelope. If a refill label is not available, write the

Caremark Prescription Number in the refill label section for each prescription refill being submitted. The refill number is located in the box on your prescription and refill labels. Also enclose your payment if applicable.

### "No Refills Remain...Call Your Doctor"

If your refill label notes the above, please contact your doctor and request a new prescription.

## Important Information

Whether submitting a new or refill prescription through the mail, please remember to:

- Complete all of the information in sections A and B
- Include check, money order, or VISA, Discover, MasterCard, or American Express number for payment (if applicable)
- Enclose original prescription or affix refill labels
- Include signature in the certification section on the back of this form

**An incomplete Participant Profile/Order Form will be returned to you with the original prescription unfilled, causing a delay in processing.**

The submission of this form, for you or any of your dependents, authorizes the release of all information to applicable healthcare providers and all others involved in filling the prescriptions or processing the claims submitted.

Caremark cannot at any one time dispense more than the exact amount prescribed by your doctor or the day supply limit specified by your benefits plan, whichever is less. Caremark cannot provide refills at the time of the original filling.

In connection with your benefit plan, Caremark may contact your doctor regarding your prescription. This may result in your doctor prescribing a different brand name product or a generic equivalent in place of your original prescription.

State law allows a less expensive generically equivalent drug to be substituted for certain brand name drugs unless your physician directs otherwise. You have a right to refuse such substitution. Consult your physician or pharmacist concerning the availability of a safe, less expensive drug for your use.

Please note: Consult your plan literature regarding possible differences in coverage between brands and generics.

**Call Caremark Customer Service toll-free  
1-888-202-1654**

7:00 a.m.–9:00 p.m. Monday-Friday

8:00 a.m.–12:00 p.m. Saturday

Central Standard Time

[www.caremark.com](http://www.caremark.com)

# Participant Profile/ Order Form



Welcome to Caremark's Mail Service Prescription Program. This program offers a convenient, cost-effective way to order prescribed maintenance medication for direct delivery to your home or workplace. We are pleased to provide this service to you and look forward to fulfilling your prescription needs in the future.

New Prescriptions

Refill-by-Phone

Refill-by-Mail





**CAREMARK  
3250 MERIDIAN PARKWAY  
WESTON, FL 33331**



**CAREMARK INC.  
P.O. BOX 407149  
FORT LAUDERDALE, FL 33340-7149**

