



**CVS Caremark®
Mail Service Pharmacy**



Rx Delivery by Mail Frequently Asked Questions (FAQs)

How long will it take to get my medication if I fill by mail?

Once your order is received, you can expect to get your medication in 7 to 10 business days.

How do I choose how I receive messages about my prescriptions?

CVS Caremark Mail Service Pharmacy will need to reach you for consent and to notify you of upcoming medication shipments. We can contact you by phone, email or text message. To set your preferences, log in to your Caremark.com account and select *Profile* near the top right corner of the screen. You can also set your preferences by calling CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week.

How do I set up a Caremark.com account?

Visit Caremark.com and click Register. Have your Oscar Health Member ID handy and follow the prompts to set up your secure account to begin managing your prescriptions at your convenience.

What is the benefit of a Caremark.com account?

A Caremark.com account provides you with convenient, 24/7 access to manage your prescriptions:

- Order prescription refills
- Enroll prescriptions in *automatic renew and refill*
- Check the status of an order, and much more

Your Caremark.com account preferences will stay in effect as long as you remain a member of your current plan and have filled prescriptions through CVS Caremark Mail Service Pharmacy within the last 12 months.

Can I set up automatic refills?

To set up automatic refills and renewals, sign in to your Caremark.com account and select Manage Automatic Refills under the Prescriptions menu. You'll need to choose which medications you'd like automatically refilled, set up a payment method and choose how you'd like to receive messages about refills (text, automated phone call or email). If you are a Medicare beneficiary, CVS Caremark Mail Service Pharmacy may contact you for permission to ship your medication the first time. (See FAQs about Medicare Ship Consent.)



How do I opt out of automatic refills?

You may disenroll a prescription from automatic refills at any time through your Caremark.com account or by calling CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week.

When will I be charged for my medication?

We will charge your payment method on file after the prescription order has shipped.

What if CVS Caremark Mail Service Pharmacy is unable to reach my doctor for a renewal?

We will contact you via your preferred communication channel, alert you to the problem and ask you to contact your doctor.

My doctor gave me my prescriptions on paper. How do I submit them to the mail pharmacy?

Members should visit hioscar.com. Choose a Medicare plan and preferred language. Click on the *Mail Service Order Form* link found under the *Prescription Drug Coverage Information* header. Print and mail the completed Mail Service Order Form along with the written prescription(s) from your doctor.

What should I do if I receive medications in error?

Please contact CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week.

I didn't receive my shipment. What should I do?

Please contact CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week. You can check the status of your order and see if additional information is needed in order to process and ship your prescription order.

How do I cancel a single shipment?

Please contact CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week.

Can I postpone a single shipment or have it sent to a different address?

Yes. Orders can be held and released for shipment on a date you specify. Additionally, you may have prescriptions shipped to an alternate address, either once or for a specific time period, e.g., different address for winter months, extended vacation visiting family, etc.) Please contact CVS Caremark Prescription Services for Oscar Health at 1-844-757-0431 (TTY: 711), 24 hours a day, 7 days a week, for assistance with both.

FAQs about Medicare Ship Consent

Why do you ask my permission before refilling and mailing my prescriptions?

The Centers for Medicare and Medicaid Services (CMS) established rules that all mail service pharmacies follow to make sure you get the medication you need when you need it, and to keep you from being charged for medications you do not want or need.

What happens if I change plans?

If you switch plans, even within the same insurance provider, CMS views this as a new enrollment. Mail service pharmacy must initially obtain your permission to ship each prescription not ordered directly by you under your new plan. After you have had prescriptions filled as a member of your new plan, we may no longer need to get your consent before shipping.

Don't see your question answered?

[Click for more FAQs](#)



Your privacy is important to us. CVS Caremark employees are trained regarding the appropriate way to handle your private health information. The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. Oscar is an HMO with a Medicare contract. Enrollment in Oscar depends on contract renewal.

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