

# Mail service prescriptions

Blue Shield of California provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. It offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,\* delivered to your home or office, with no charge for shipping. Using mail service can save you money, too. For some plans, when you order a 90-day supply of covered maintenance drugs, you pay only for the cost of two 30-day supplies at a participating retail pharmacy. Please consult your plan and benefit documents.

## Filling your prescription through the mail service pharmacy is easy

### Step 1: Register with CVS Caremark®

To receive covered medications from CVS Caremark, you must first register and provide basic information such as your name, shipping address, payment method, and drug allergies. You can register:

- **Online** – At [caremark.com](https://www.caremark.com).
- **By phone** – Call CVS Caremark at (866) 346-7200 [TTY: 711].
- **By mail** – Print and complete the CVS Caremark mail service order form by going to [blueshieldca.com/pharmacy](https://www.blueshieldca.com/pharmacy), clicking on *Member resources*, and selecting *Pharmacy forms*.

### Step 2: Send your prescription to CVS Caremark

Once you are registered, CVS Caremark will need your prescription. You can send it:

- **Electronically** – Ask your doctor to send an electronic prescription for a 90-day supply to CVS Caremark. This is called “e-prescribing” and is the simplest way to send a prescription.
- **By phone or fax** – Ask your doctor to submit your prescription for a 90-day supply to CVS Caremark by calling (800) 378-5697 or faxing (800) 378-0323.
- **By mail** – Mail your prescription, completed mail service order form, and payment to:

CVS Caremark  
P.O. BOX 659541  
San Antonio, TX 78265-9541

### Step 3: CVS Caremark delivers

Please allow 10 to 14 business days to receive your covered maintenance medications from CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

## Refilling your mail service prescriptions

You can choose to enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program. Once enrolled, you will be notified 7-10 days before the prescription's refill due date. You must provide consent before CVS ships each refill order. There is no cost to enroll in this program and you can opt out of this program at any time.

- **Online** – Sign in to [caremark.com](https://www.caremark.com) and select the eligible medications listed under the “Manage Prescriptions” page. All eligible medications will have a radio button (or bubble) to select “yes” or “no” for enrollment.
- **By phone** – Call (866) 346-7200. (Members using TTY equipment can order forms by calling TTY: 711.)

## If you don't enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program

You can refill your mail service prescriptions online at [caremark.com](https://www.caremark.com), by phone, or by mail using the CVS Caremark refill order form included in your last medication shipment and mailing it along with payment to:

CVS Caremark  
P.O. BOX 659541  
San Antonio, TX 78265-9541

\* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical condition.