

>00001 00001 001 P50708
JOHN Q SAMPLE
9501 E. Shea Blvd
SCOTTSDALE, AZ 85260



Welcome

Your new prescription (Rx) plan from CVS Caremark® begins soon. Here's some info to help you prepare – including one step you should take today.

First things first

Register at **Caremark.com** to stay up to date and find ways to save money.

(hint)

You'll also find your ID card at Caremark.com and on the CVS Caremark mobile app.

It's our priority to make sure you have access to affordable medication and convenient options for filling.



Turn over to learn how Caremark.com can help you understand your plan and find out where to fill your Rx.



Get to know Caremark.com

And make the most of your
new benefits



Personalized support and savings are built in – all you need to do is register at Caremark.com.

Understand your plan and coverage

Review your *Plan Summary* to understand the details of your Rx coverage, your share of costs and keep track of where you are with your deductible.

Explore personalized Rx savings options

Find out if you could be paying less for your Rx with the *Drug Savings Opportunities* and *Check Drug Cost & Coverage* tools. You'll be able to see if options like starting Rx delivery by mail or changing to a generic medication can save you money.

Find out where to fill your Rx

Filling your Rx in a network pharmacy will ensure you don't overpay. To locate one nearby, use the *Find a Pharmacy* tool.

These benefits (and more) are waiting for you at Caremark.com – register today.

For more helpful info and answers to common questions, visit [Caremark.com/HelpCenter](https://www.caremark.com/HelpCenter)

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. Plan Member Rights and Responsibilities can be found at Caremark.com.

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Prescription Card

RxBIN 004336
RxPCN ADV
RxGRP RX7240
Issuer (80840) 9151014609



ID 123456789

Name **JOHN Q SAMPLE**

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Visit **Caremark.com** for easy refills,
timesaving tools and more.

Present this prescription card to fill your prescription at
any participating retail pharmacy.

Customer Care

Representative:

1-888-202-1654

Pharmacy Help Desk

for Pharmacists:

1-800-364-6331

Submit paper claims to:

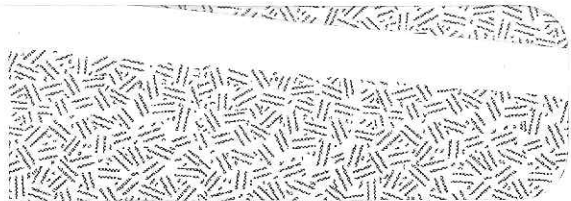
CVS Caremark Claims Department

PO Box 52136

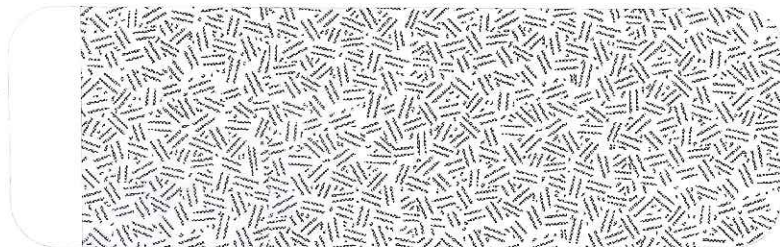
Phoenix, AZ 85072-2136

7240-ID-0417





Confidential. To Be Opened by Addressee Only.



**New prescription
benefits.
New ways to save.**

Notice of Nondiscrimination

If you need these services, have questions or concerns, call Customer Care at the phone number on your benefit ID card.

Discrimination is against the law

Section 1557 of the Affordable Care Act (ACA) prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. The statute extends nondiscrimination protections to individuals participating in: any health program or activity, any part of which receives funding from the U.S. Department of Health and Human Services (HHS); any program or activity that HHS administers under Title I of the ACA, such as the Federally-facilitated Marketplace; Health Insurance Marketplaces and all plans offered by issuers that participate in those Marketplaces.

If you believe you have been discriminated against, you can file a grievance with your health plan's Civil Rights Coordinator by contacting them at the phone number on your benefit ID card. You may also file a complaint with the Office for Civil Rights (OCR) electronically through the OCR Complaint Portal, available online at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.¹



Mail:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, DC 20201



Phone:

1-800-368-1019
TTY: 711

Complaint Forms: Available online at <http://www.hhs.gov/ocr/office/file/index.html>.

Communicating with you is important

We provide appropriate aids and services, free of charge, to ensure that people with disabilities have an equal opportunity to communicate effectively with us, such as:

- Auxiliary aids and services
- Written information in other formats (large print, audio, accessible electronic formats)

We're here for you in many languages

We provide language assistance services in over 200 languages, free of charge, to provide meaningful access to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

1. Washington residents may also file a complaint with the State Office of the Insurance Commissioner at: <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status> or by phone at: 1-800-562-6900.

ATTENTION: If you speak [LANGUAGE], language assistance services are available to you free of charge. Call Customer Care at the number on your benefit ID card (TTY: 711).

1. ESPAÑOL:

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al cliente al número telefónico que aparece en su tarjeta de identificación de beneficios.

3. 中文:

請注意：如果您使用繁體中文，您可以獲得免費的語言協助服務。請撥打您福利身份卡 (Benefit ID Card) 上的電話號碼致電客服中心。

5. DEUTSCH:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie die Kundenbetreuung unter der Rufnummer auf Ihrer Versicherungskarte an

2. Tiếng Việt:

CHÚ Ý: Nếu bạn nói Tiếng Việt, chúng tôi có cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi cho Ban Chăm Sóc Khách Hàng theo số điện thoại có trên thẻ nhận dạng phúc lợi của bạn

4. 日本語:

注：日本語での会話を希望される場合は、無料の言語支援をご利用いただけます。保険カードに記載されているカスタマーケアの電話番号へお問い合わせください。

6. فارسی

توجه: اگر به زبان فارسی گفتگو میکنید، تسهیلات زبانی بصورت رایگان برای شما فراهم میباشد. از طریق شماره تلفن درجشده بر روی کارت شناسایی مزایای تان با بخش پشتیبانی مشتریان تماس بگیرید

ATTENTION: If you speak [LANGUAGE], language assistance services are available to you free of charge. Call Customer Care at the number on your benefit ID card (TTY: 711).

[illegible]



This card is ready to use when
your plan starts. Please register
for an online account today at:
Caremark.com/StartNow

106-52730A 042722