



## CVS Caremark Specialty Pharmacy Service Expectations for North Carolina ADAP

Referrals and Enrollment	<ul style="list-style-type: none"><li>◆ CVS Caremark Specialty Pharmacy will receive daily enrollments and eligibility files directly from NC ADAP. If a patient needs to be enrolled manually, the information can be relayed telephonically, or via fax.</li><li>◆ The patient, caregiver, or alternate contact will be called prior to the initial shipment of medication to discuss services and delivery of medication.</li></ul>
Shipments and Refills	<ul style="list-style-type: none"><li>◆ Shipments may be sent to the patient's home or to a NC ADAP approved pick-up site.</li><li>◆ Patients are called for their refills 10-12 days prior to needing medication. Medications will not be shipped unless contact is made each month with the patient, caregiver, or alternate contact.</li><li>◆ CVS Caremark Specialty Pharmacy will dispense medications according to the NC ADAP formulary. Non-covered items may be provided if the patient has other coverage, or agrees to a self-pay option.</li><li>◆ Shipments are sent via FedEx, UPS, or US Mail. Overnight service is provided for refrigerated medications and for emergency needs.</li></ul>
Single Point of Contact	<ul style="list-style-type: none"><li>◆ The CVS Caremark Specialty Pharmacy <b>Customer Service</b> number for patients is (800) 238-7828, option "2" (This number is also printed on the patients' prescription labels)</li><li>◆ For <b>clinician's offices</b> and <b>case managers</b>, a NC ADAP Healthcare Professional phone line is [(800) 465-7333] which will be answered by a senior member of the customer service staff:<ul style="list-style-type: none"><li>* Diane</li><li>* Terri</li></ul>These staff members will answer questions and triage a call to an HIV pharmacist specialist, or other personnel as needed.</li><li>◆ Key contacts for new patient enrollment:<ul style="list-style-type: none"><li>* Barb (x52378)</li><li>* Chris (x52702)</li></ul></li><li>◆ NC ADAP direct fax number is (888) 772-3244.</li><li>◆ Hours of operation are M-F 8:00 AM - 8:00 PM, EST; Sat 9:00 AM - 1:00 PM, EST; Sun - Closed. A staff member is available 24 hours a day, 7 days a week for emergency purposes via pager at 1-800-238-7828.</li></ul>
Communication	<ul style="list-style-type: none"><li>◆ Refill requests will be faxed to clinicians unless a phone call is requested.</li><li>◆ CVS Caremark Specialty Pharmacy will process patient requests for new or changed prescriptions via phone calls, or fax requests to the clinician's office.</li><li>◆ CVS Caremark Specialty Pharmacy will generate requests for prescription refills from the clinician 10-12 days prior to prescription expiration.</li><li>◆ CVS Caremark Specialty Pharmacy has Spanish-speaking representatives available for patient and clinician use. Additional language translations are provided on an as needed basis.</li></ul>
ADAP Eligibility	<ul style="list-style-type: none"><li>◆ CVS Caremark Specialty Pharmacy will receive daily eligibility files from NC ADAP.</li><li>◆ Should the patient become eligible for NC Medicaid, CVS Caremark Specialty Pharmacy will be able to continue to service the patient.</li><li>◆ CVS Caremark Specialty Pharmacy will work with NC ADAP to obtain prior authorizations for Selzentry.</li></ul>