



Welcome Valued Member,

As of **January 1, 2011**, CVS Caremark will administer your mail service prescription benefit.

What if I have current mail service prescriptions at Envision?

Your current prescriptions at Envision will be transferred over to CVS Caremark if there were remaining refills left. If you need to order mail service refills, please contact CVS Caremark Customer Care toll-free at 1-866-885-4944.

What should I do if I need a new mail service prescription?

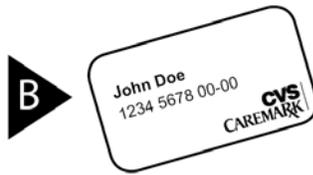
To get started with CVS Caremark Mail Service, there are three convenient FastStart[®] options:

Option 1: Internet



Go to **Caremark.com** and sign in or register (if necessary).

Click on "Start a New Prescription" and then click on "FastStart".



Fill in your:

- ▶ ID number (on your benefit ID card)
- ▶ Prescription name
- ▶ Doctor's name and phone number
- ▶ Mailing address
- ▶ Payment information



We will contact your doctor to get a prescription for you.

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Option 2: Phone

Call FastStart toll-free at **1-800-875-0867** Monday through Friday 7 a.m. to 7 p.m. (CT).

(For TDD assistance, please dial toll-free 1-800-231-4403.)

Provide your:

- ▶ ID number (on your benefit ID card)
- ▶ Prescription name
- ▶ Doctor's name and phone number
- ▶ Mailing address
- ▶ Payment information

The representative will contact your doctor and even fill out the order form for you.

Option 3: Physician

Give your doctor's office the toll-free FastStart physician number, **1-800-378-5697**, and ask your doctor to call in the prescription for a 90-day supply.

To expedite processing, your doctor will need the ID number from your prescription benefit ID card along with your date of birth and mailing address.

That's it! Allow up to 10 days from the day your order is submitted for delivery of your medicine.

We're here to help

If you'd like more information about your prescription benefit, visit www.caremark.com or call Customer Care toll-free at 1-866-885-4944.

Sincerely,

Your Customer Care Team
CVS Caremark