Frequently Asked Questions

CareFirst CVS/Caremark Prescription Drugs

1. Do I have to go to a CVS pharmacy to have my prescription drugs filled?

You do not have to go to a CVS Pharmacy to have your retail (34 day supply) prescriptions filled. You can use Giant, Rite Aid, Walgreens, or any participating CVS pharmacy. A complete listing of participating pharmacy is available at www.carefirst.com\acps.

Your mail order (90 day supply) drugs may be filled at either a CVS retail pharmacy or CVS mail order pharmacy.

If you take specialty medications, you must have them filled through CVS’s specialty pharmacy or OncoSource (another CVS contracted pharmacy).

2. I am enrolled in United Healthcare (UHC) POS plan, can I use my UHC ID card for prescription drugs?

As a United Healthcare member, you are automatically enrolled in the prescription drug plan administered by CareFirst CVS/Caremark. You have two ID cards: a United Healthcare ID card for medical coverage and a CareFirst CVS/Caremark ID card for your prescription drugs coverage.

3. How do I know if my drug is covered? And how much do I have to pay?

You will find a Preferred Drug list that you can use to check if for your prescription medication is covered by:

- Go online to the ACPS web site at www.acps.k12.va.us/hr/benefits and review the Preferred Rx List; or
- Call customer service at 800-241-3371; or
- Go through My Account via www.carefirst.com\acps.

The cost of your drug depends on the tier it falls under. There are three tiers, each with its own copay: Generic, Preferred, and Non-preferred. The Generic tier will be most cost effective while the Non-preferred tier is the least. Please refer to the benefit summary for the copays that correspond to each tier available on ACPS web site www.acps.k12.va.us/hr\benefits.
4. I am on a maintenance drug, do I need to do anything to have my drugs continued to be delivered to me at home?

You may continue to have your prescription drugs delivered to you at your home address by completing a mail order form available online at www.carefirst\acps\.

You also have the option to have your maintenance drug (90 day supply) filled at a CVS pharmacy. So make sure to contact your provider to have them write a new prescription, and remember to show your CareFirst CVS/Caremark ID card to the pharmacist when you go to pick up your medications.

5. How do I get the 20% discount on CVS-brand over the counter products?

CVS Caremark offers an Extra Care Health Card that will automatically be sent to you as a participant of the United Healthcare plan. This card can be used to receive rewards on CVS merchandise including a 20% discount on over-the-counter (OTC) CVS branded products.