



Pharmacy Benefits Manager Transition to CVS Caremark® Frequently Asked Questions for Members

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to share exciting changes about your plan. Effective January 1, 2019, CVS Caremark® will become Neighborhood's pharmacy benefit manager (PBM).

Who is CVS Caremark?

CVS Caremark is a well-known PBM with more than 90 million plan members. They help people, businesses and communities to manage health in more affordable and effective ways.

Why did Neighborhood pick CVS?

CVS Caremark is the second largest PBM in the U.S. They help members reach their health and wellness goals through proper use of their medications. Neighborhood and CVS Caremark will work together to provide pharmacy care that is affordable and high quality.

When will this change begin?

CVS Caremark will become Neighborhood's PBM starting January 1, 2019.

Will I receive a new ID card?

Yes. You should receive your new ID card in December. If you don't receive a new card by the end of December please [call Neighborhood Member Services](#).

Do I have to go to CVS for my prescriptions?

No. You can go to any pharmacy in our network to get your prescriptions. To see which pharmacies take Neighborhood, visit our online provider directory at www.nhpri.org/FindADoctor or call Neighborhood Member Services.

Will my drug coverage change? Where can I view the formulary (drug list)?

If you are a Medicaid member your drug coverage will be very close to what you have today.

If you purchased insurance through HealthSourceRI as an individual or small business there will be a new 6 tier formulary that offers access to more covered prescription drugs.

INTEGRITY (Medicare-Medicaid Plan) members will also have a new formulary (drug list) with access to more covered prescription drugs.

To view the formulary (drug list) for your plan, go to www.nhpri.org, go to the Current Members section and click "[Choose your plan.](#)"

What if the medicine I am currently taking is not on the new formulary (drug list)?

Neighborhood will notify you if you will have a change to your current prescriptions. If this applies to you, you will receive a letter in November 2018 with more details.



I currently have my prescriptions mailed to my house. Will I need to do anything different?

If you currently use Walgreens mail service your prescriptions will transfer to CVS Caremark Mail Service Pharmacy. After January 1, 2019 you must call CVS to request your re-order prescriptions at 1-844-268-1908 or visit their website at www.caremark.com to continue your prescription through mail order. If you have a prescription for a controlled substance you will need to get a new prescription from your provider.

Will prior authorization be transferred to CVS Caremark?

Yes. Prior authorizations extending past January 1, 2019 will be transferred to CVS and will expire on the date previously set by Neighborhood.

What should I do if I don't receive my new ID card?

If you haven't received your new card by December 22, please [call Neighborhood Member Services](#). You can bring your current ID card with you to the pharmacy but you will also need to provide the following information to the Pharmacy:

- RxBIN: 004336
- RxPCN: ADV

How do I download the CVS Caremark mobile app?

Visit your smartphone's or tablet's "app" market or store and search for "CVS Caremark." There is no cost to download and use the app.



Neighborhood Health Plan of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide benefits of both programs to enrollees.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services at 1-844-812-6896 (TTY/TDD 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

ATENCIÓN: Si usted habla español, servicios de asistencia con el idioma, de forma gratuita, están disponibles para usted. Llame a Servicios a los Miembros al 1-844-812-6896 (TTY/TDD) 711, de 8 am a 8 pm, de lunes a viernes, de 8 am a 12 pm los sábados. En las tardes de los sábados, domingos y feriados, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día hábil. La llamada es gratuita.

ATENÇÃO: Se você fala Português, Língua serviços de assistência, de forma gratuita, estão disponíveis para você. Os serviços de chamada em 1-844-812-6896 (TTY/TDD) 711, 8 am a 8 pm, de segunda a sexta-feira; 8 am a 12 pm no sábado. Nas tardes de sábado, domingos e feriados, você pode ser convidado a deixar uma mensagem. A sua chamada será devolvido no próximo dia útil. A ligação é gratuita.