Welcome to CVS Caremark – Open Enrollment Kickoff

September 11, 2014

University System of Georgia Benefits

we provide • you decide

CVS/caremark
Agenda

1. Introduction to CVS Caremark
2. Member Support for Open Enrollment
3. Web/Mobile Support Starting 1/1/15
4. FAQs
Pharmacy Innovation Company: Helping People on Their Path to Better Health

<table>
<thead>
<tr>
<th>CVS/CAREMARK PBM</th>
<th>CVS/PHARMACY</th>
<th>CVS/SPECIALTY</th>
<th>CVS/MINUTECLINIC®</th>
</tr>
</thead>
</table>
| • 68K pharmacies in network; includes all major chains and most independents | • 7,600 retail stores  
• ExtraCare® Health Card — 20% discount CVS Brand health-related items | • Specialty pharmacy and Care Teams  
• Access through 7,600 CVS/pharmacy locations* | • 850 clinics  
• 1,500 by 2017 |

Based on the availability of CVS/pharmacy locations and subject to applicable laws and regulations. *In-store delivery not available in Arkansas and West Virginia. Other restrictions may apply.

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Effective January 1, 2015, SilverScript (a subsidiary of CVS Caremark) will administer prescription drug coverage for retirees and their dependents eligible for Medicare.

Medicare-eligible retirees who are enrolled in the USG prescription plan, will have a comprehensive prescription drug plan that is administered by SilverScript, a subsidiary of CVS Caremark.

The Prescription Drug Plan consists of two parts:

- **Medicare Part D Plan**: Provides benefit coverage through the Medicare Part D program that is offered by the federal government.

- **Wrap Plan**: A prescription drug plan provided by USG, which covers the gaps in the Medicare Part D program to provide a benefit that’s more comprehensive than Medicare Part D alone.
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CVS Caremark Customer Care
Open Enrollment Support

**USG Specific Counseling**
- Answer plan specific questions, based on Client Information Form
- Help members find a pharmacy
- Answer drug coverage questions, including cost to member

**Next Step Guidance**
- Advise members on what steps to take next, what is transitioning and what is not
- Advise on timelines around future mailings as well as targeted mailings

**What can they not answer?**
- We will not have eligibility yet, so we will not be able to see what plan they are enrolled in
- Assist with logging in to caremark.com (full site not available until 1/1/15)

CVS Caremark phone lines open October 27th
1-877-362-3922 and 1-866-275-5247 (SilverScript - EGWP)
Online support (Sample Template of Links to Tools)

HOST LINKS TO THE CVS CAREMARK OE TOOLS ON USG’S HR/BENEFITS PORTAL

Your Plan Options
We want to help you get the most from your prescription benefit plan. Learn about the savings available under your plan. View your Benefits at a Glance.

How much will you pay?
Find a drug’s cost based on your benefit plan and prescription dosage.
- High Deductible PPO w/HSA Plan & OOA: Pre-Deductible
- High Deductible PPO w/HSA Plan & OOA: Post-Deductible
- PPO, PPO Plus, EPO & OOA Plan
- Self Managed Plan (Hawaii)

Available Drugs
See a list of your plan’s preferred drugs to avoid paying more than is necessary for your drugs.

Locate a Pharmacy
Your local pharmacy is a click away. Use the Pharmacy Locator to locate a pharmacy in your plan.

Tools will include:
• Drug Cost Tool for each plan
• Drug Lists
• Pharmacy Locator
# Communication Roadmap for Members

<table>
<thead>
<tr>
<th>SEGMENT / MESSAGING</th>
<th>TIMING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Open Enrollment</strong></td>
<td>October</td>
</tr>
<tr>
<td>• Benefit fairs; Benefits-at-a-Glance summaries with FAQs; Preferred Drug Lists; Information about Mail Service and the Value of Generics</td>
<td></td>
</tr>
<tr>
<td><strong>Clinical Disruption Mailings</strong></td>
<td>Early/Mid December</td>
</tr>
<tr>
<td>• Sent to targeted members by CVS Caremark</td>
<td></td>
</tr>
<tr>
<td>• Mailings include: Formulary, Specialty, Utilization Management</td>
<td></td>
</tr>
<tr>
<td><strong>Welcome Kit</strong></td>
<td>End December</td>
</tr>
<tr>
<td>• Information included: Use of Benefits information, co-pay structure, mail order form and instructions</td>
<td></td>
</tr>
<tr>
<td><strong>ExtraCare Health Card</strong></td>
<td>Q1 2015</td>
</tr>
<tr>
<td>• Sent separately from benefits ID card</td>
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## Communication Roadmap for SilverScript / EGWP Members

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<thead>
<tr>
<th>SEGMENT / MESSAGING</th>
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<tr>
<td>Pre-Enrollment</td>
<td>October</td>
</tr>
<tr>
<td>• SilverScript EGWP pre-enrollment materials mailed</td>
<td></td>
</tr>
<tr>
<td>ID Cards and Welcome Kit</td>
<td>Early/Mid December</td>
</tr>
<tr>
<td>• Information included: Use of Benefits information, co-pay structure, mail order form and instructions</td>
<td></td>
</tr>
<tr>
<td>EOB</td>
<td>Monthly, after January 1, 2015</td>
</tr>
<tr>
<td>• Monthly Explanation of Benefits</td>
<td></td>
</tr>
<tr>
<td>ExtraCare Health Card</td>
<td>Q1 2015</td>
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Site Sections

- Mobile App
- Landing Page, Registration, Easy Refill
- My Account
- Plan Member Dashboard and Mega Menu
- Order Prescriptions
- Understand My Plan and Benefits
- Find Savings and Opportunities
- Learn about Medications
- Ask-a-Pharmacist
Easy, On-the-Go Mobile Prescription Management

- Access to core pharmacy tools without entering login and password
  - Easy Refill: Barcode scanning as easy as taking a photo
  - Pill Identifier
  - Drug Interactions
- Locate network pharmacies using current location or zip code
- App rating of 4.5
My Account

MANAGE SETTINGS

• Here members can manage their account by:
  – Setting billing and shipping information
  – Selecting how they would like to be notified
  – Setting up family access
  – Completing Allergies and Health information section
Dashboard & Mega Menu

PLAN MEMBER DASHBOARD

• The Dashboard presents the most used features of the site to the front for ease of access for the members.
  – Prescriptions Ready for Refill (savings opportunities and important messages called out)
  – My Order Status
• The Mega menu - located on each page of the website - provides a quick reference guide for members.
Order Prescriptions

MANAGE YOUR PRESCRIPTIONS

• This section describes the features that are unique to each member’s account.

• Here members can manage their prescriptions in a variety of ways including
  – ordering new prescriptions
  – refilling current prescriptions
  – setting up an auto refill service

• Members can also find the Pharmacy Locator service here.

Order Prescriptions

- Refill Prescriptions
  Go here to refill all your qualified prescriptions.

- Request a New Prescription
  Need a new prescription? We will contact your doctor and request it for you.

- Manage Automatic Refills and Renewals
  Enroll your qualified prescriptions in this service and CVS Caremark will refill and/or renew them for you.

- Transfer a Prescription
  It’s easy to transfer prescriptions from another pharmacy to CVS Caremark. Just add your prescriptions to your cart and select how you want to receive them.

- View Rx History
  Read information about past prescriptions and print copies for your records.

- View Mail Service Order Status
  Go here to track shipments and see the status of your recent mail service orders.
Understanding My Plan & Benefits

- Members can find a variety of information related to their plan. They can:
  - see their plan designs and details of their coverage
  - check their drug coverage and cost through the Check Drug Cost tool
  - review their formulary

www.Caremark.com overview

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### Do members have to use CVS Pharmacy?

No, members can continue to use their in-network pharmacies. CVS Caremark’s national pharmacy network includes 68,000 pharmacies including Walgreens, Rite Aid, CVS, Wal-Mart, Target, Publix, & Kroger, all major chains, and most independents.

### Out of Network or International Claims

Handled via paper claims and reimbursed at the contracted rate less co-pay, and the form can be found online.

### Starting a new Mail Prescription

After 1/1/2015 members will be able to go online and click start a new prescription or call FastStart at 800.378.5697.

### After January 1, 2015, how can members order refills?

They can log online at Caremark.com, use their mobile phone application or call into the IVR system to order a refill.

### How do members sign up for auto refill and auto renewal

They can log online to Caremark.com or call the Customer Care 800#; We can set them up on a drug-by-drug basis to refill their prescriptions.
# What information is transitioning?

<table>
<thead>
<tr>
<th>Category</th>
<th>What is CVS Caremark receiving</th>
<th>Any member impact?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mail Utilizers</strong></td>
<td>Open refill file with open mail order refills still available 1/1/2015 (excluding controlled substances and compounds)</td>
<td>Minimal, members will be able to call in after January 1, 2015 and request a refill to fill their open mail claim (aside from compounds and controlled substances) or use FastStart for any new Mail Rx.</td>
</tr>
<tr>
<td><strong>Prior Authorizations</strong></td>
<td>A file that allows CVS Caremark to maintain any prior approval via a prior authorization or appeal</td>
<td>Minimal, a member that received prior approval to fill a medication will have that approval continued until the PA expires; Continuing similar prior authorizations as currently have.</td>
</tr>
<tr>
<td><strong>Claims History</strong></td>
<td>A file that shows members recent medication history</td>
<td>The file will show their recent fills, but it will not contain their co-pay or drug cost information prior to 1/1/15</td>
</tr>
</tbody>
</table>
# What will be changing?

<table>
<thead>
<tr>
<th>Category</th>
<th>What is different?</th>
<th>Member impact?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formulary</td>
<td>CVS Caremark utilizes a Preferred Drug List (PDL) with some exclusions. Certain medications that are preferred in 2014, may be non preferred in 2015. Some Drug exclusions will differ.</td>
<td>Members will receive targeted formulary disruption mailings prior to 1/1/15 to notify them of possible higher co-pay tier or drug exclusion. Preferred Drug List and Exclusion List available online during OE.</td>
</tr>
<tr>
<td>Specialty</td>
<td>Specialty utilizers will be identified and transitioned to CVS Specialty pharmacy. New in 2015 they will be able to use their local CVS to drop off and pick up specialty prescriptions</td>
<td>Members will be contacted to assist with the transition.</td>
</tr>
<tr>
<td>Plan Design</td>
<td>USG has made some slight changes to co-pays and MOOPs for 1/1/15; Most plan design edits are consistent with current programs</td>
<td>Some Prior Authorizations and Quantity Limits may differ, but current utilizers with a PA will not be impacted.</td>
</tr>
</tbody>
</table>