

CVS Caremark Frequently Asked Questions (FAQ's)

When does the new prescription drug plan go into effect?

The new prescription drug plan goes into effect on July 1, 2025. All coverage and services will transition to the new plan as of that date.

How do I get help from CVS Customer Care Services?

Log in to the CVS member portal at [Caremark.com](https://www.caremark.com) or call Customer Care for UD at 833-842-9278.

Who do I contact with questions about my coverage or account?

For questions about benefits, claims, coverage, or account access, contact CVS Caremark Customer Care Services directly at 833-842-9278.

For questions about eligibility or enrollment, contact the HR Benefits Team at hrhelp@udel.edu.

How do I access my account?

You can access your online account by logging into CVS Caremark's member website at [Caremark.com](https://www.caremark.com).

If you already have a CVS Caremark online account through the State of Delaware's plan, you will not have to re-register; you can use the same login credentials.

Do I need to update my pharmacy with my new insurance information?

Yes. As of the effective date, July 1, 2025, be sure to give your pharmacy your **new ID card** to avoid billing issues.

ID Card Information:

- BIN: 004336
- PCN: ADV
- Group: RX25AK

Will I receive a new insurance ID card?

Yes. New ID cards have been mailed. If you have not received your card, you can access a digital ID card by logging into the Member's website [Caremark.com](https://www.caremark.com)

or by contacting CVS Caremark Customer Care Services for UD at 833-842-9278.

How do I obtain an ID Card?

You can access or print your member ID card by logging into CVS Caremark's website at [Caremark.com](https://www.caremark.com) or call CVS Caremark Customer Care Services at 833-842-9278.

What should I do if I need additional ID Cards?

Contact CVS Caremark Customer Care Services for UD at 833-842-9278.

How do I find a participating provider?

Pharmacy locations can be found by logging into CVS Caremark's website at [caremark.com](https://www.caremark.com) or call CVS Caremark Customer Care Services at 833-842-9278.

What should I do if CVS Caremark Customer Care Services is unable to locate my account in their system?

Contact the Human Resources Benefits Team at hrhelp@udel.edu.

What should I do if I need to fill a prescription and haven't received my ID card?

If you need prescription services before your card arrives, you can:

- Log in to the CVS Caremark member portal [Caremark.com](https://www.caremark.com), to access a digital ID card or call CVS Caremark Customer Care Services at 833-842-9278 to obtain your member ID number and ID card information.
- Provide your member ID number to your pharmacy along with the following ID card information:
 - BIN: 004336

- PCN: ADV
- Group: RX25AK

What is prior Authorization?

A decision made ahead of time by your health plan that a service, treatment, or drug is medically necessary for you. It can be called prior authorization, precertification or prior approval, but it's not a promise that anything will be fully covered.

What if I had a prior authorization under the State of Delaware's plan?

Prior authorizations will transfer automatically to your new University of Delaware account on July 1, 2025.

How do I report a name or address change to the health plan?

Contact the Human Resources Benefits Team hrhelp@udel.edu

What do I need to do to continue my maintenance medications for the new plan year 2025-2026 under UD?

Members who have current maintenance prescriptions with CVS Caremark which still have valid refills, will need to have their pharmacy reprocess the current refills as of 7/1/25, under the new UD CVS prescription ID card.

Members who have Mail Order prescriptions will need to contact the CVS Caremark Customer Care team to request a transfer to their new UD profile.

Members that no longer have valid refills as of 7/1/2025, should contact their physician for a new prescription and the pharmacy should fill the prescription under the new UD CVS prescription ID card.

CVS Caremark: 800-552-8159

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