

## **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](mailto: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](mailto: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](mailto:hrhelp@udel.edu)