



# Prescribing mail service Rx



## Your guide for sending prescriptions for Johns Hopkins Advantage Medicare members to CVS Caremark® Mail Service Pharmacy

Our priority is helping your patients get the medication they need when they need it. Please use this guide if you or your patient elect to use **mail service**, and e-prescribe your mail service prescriptions to CVS Caremark Mail Service Pharmacy.

### For a seamless Rx experience

- **Ask** your patients if they prefer delivery by mail or pickup at a retail pharmacy.
- **Work** with your patients to confirm and complete all necessary information – such as member ID number and prescription mailing address – before sending your prescriptions to us.
- **Inform** your patients when you send us a prescription so they can expect their medication in the mail.
- **Write** prescriptions for the maximum amount allowed by your patients' plan (usually a 90-day supply).
- **Explain** that it usually takes about five business days to process mail service prescriptions before medications are shipped.
- **Provide** additional information or authorization we request by fax in a timely manner.
- **Tell us** how we can contact your office after hours if you don't have an answering service or messaging system; you may receive calls from us seeking resolution for patients.



**e-Prescribe  
to us.**

CVS Caremark Mail Service Pharmacy  
**NCPDP ID: 0322038**  
9501 E Shea Blvd.  
Scottsdale, AZ 85260

For e-prescribing questions,  
call us at **1-877-864-7744**,  
Monday through Friday,  
9 AM to 7:30 PM, ET.

**Fax in the Prescription:**  
[Download the mail service  
prescription fax form\\*](#), complete it  
and fax it to **1-800-378-0323**