



July 2023

Mail Order Pharmacy Service Process

Beginning July 1, 2023, CountyCare members who would like to have their medications shipped to them may enroll in the mail order pharmacy service through Cook County Health or the CVS Caremark Mail Service Pharmacy.

Mail Order FAQs

1. Members may obtain up to a ninety (90) day supply of their medications.
2. Members will have a \$0 copay for all covered medications.
3. Members or their authorized representative may call CountyCare Pharmacy Benefit Manager - CVS Caremark, 24 hours a day at: 1-800-631-2312 to **enroll** in mail order delivery
4. **Ways to initiate a mail order fill :**
 - i. **To fill prescriptions via the CCH Central Fill Pharmacy:** CountyCare members can call the Cook County Health Central Fill Pharmacy at **312-864-1607** or **go to 1901 W. Harrison St., Chicago, Illinois**
 - ii. **To fill prescriptions via CVS Caremark Mail Order:** Members may ask his/her doctor to fax their prescription(s) to CVS Caremark at: 1-800-378-0323
 - Members may enroll online using the steps below:
 - Log in to [Caremark.com](https://caremark.com)
 - Click on “Prescriptions” and select “Start RX Delivery by Mail.”

Members may download and complete the mail order form on the CountyCare website at <https://countycare.com>. The mail order form and paper prescription can then be mailed to CVS Caremark Mail Service Pharmacy:

CVS Caremark
PO BOX 659541
SAN ANTONIO, TX 78265-9541

Note: CVS Caremark will call the member or authorized representative to confirm approval of the request and delivery details.

5. Mail order pharmacy shipping details:

- i. Members will receive their medication(s) up to ten (10) days from either the date the order is requested, or prescription is received.
- ii. Mail Service Pharmacy can ship medications to a temporary or alternate address if the patient is in a different location than their primary shipping address when their medication refill is due.

Already filling at mail order through Cook County Health?

Your mail order prescription will not be impacted by our pharmacy benefit manager implementation on July 1, 2023 and you will continue to receive your medication through the CCH Central Fill Pharmacy.

Already filling at mail order through our prior PBM MedImpact?

Your mail order prescriptions will be transferred to CVS Caremark Mail Service Pharmacy. CVS Caremark will reach out to you when your medication refills are due to confirm delivery details.