

HMSA QUEST Integration members
Sign up for the CVS Caremark Mail Service Pharmacy

Enroll by phone	Call CVS Caremark® 24 hours a day, seven days a week: Call 1 (855) 479-3656 toll-free and say "member." To talk to a representative, say "representative" or press zero.
Enroll by mail	Log on to My Account on hmsa.com to print the form: <ol style="list-style-type: none">1. From the Drugs drop-down menu, click Order Drugs Online.2. Click Plan & Benefits.3. Click Print Plan Forms link.4. Click Mail Service Order Form (English or Spanish options).5. Complete the form and mail it with your prescription to: CVS Caremark Mail Service Pharmacy P.O. Box 30980 Honolulu, HI 96820
Enroll online	Log on to My Account on hmsa.com: <ol style="list-style-type: none">1. From the Drugs drop-down menu, click Order Drugs Online.2. Click Prescriptions.3. Click Start Rx Delivery by Mail.4. Enter the drug name and click Search.5. Select Form & Strength and click View Pricing.6. Review results and click Request New Prescription.7. Click Checkout and follow prompts to complete order. <p>We'll contact the prescriber to authorize your prescription request. When the prescriber approves the prescription, it'll be filled and the medication will be mailed to you. If there's a concern about your request, we'll call you.</p>
Track your order	Log on to My Account on hmsa.com: <ol style="list-style-type: none">1. From the Drugs drop-down menu, click Order Drugs Online.2. Click Prescriptions.3. Click Manage Drugs Online.4. Click Prescriptions.5. Click View Order Status.6. Click View Order Details next to each prescription.

Here's some helpful information:

- ✓ Prescriptions are typically mailed the same day orders are received and are usually delivered in one or two business days.
- ✓ For urgent, short-term prescriptions (e.g., antibiotics), ask your provider to send it to your local retail pharmacy.
- ✓ To help prevent delays, include the following information with your prescription: Your full name, date of birth, phone number, and address.
- ✓ Large font and talking labels are available if you have vision issues. For information, call CVS Caremark Customer Care at 1 (855) 479-3656 toll-free and say "member" or have your provider ask for it when ordering your prescription.
- ✓ Controlled substances and specialty medications are excluded. Please call 1 (855) 479-3656 toll-free for details.
- ✓ Using mail service can be quick and convenient but it's not mandatory. You may continue to get your prescription filled at no cost at any of our network pharmacies.
- ✓ QUEST Integration members are eligible for a 90-day supply and automatic refills for certain medications.

CVS Caremark® is an independent company providing pharmacy benefit management services on behalf of HMSA.