



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



CVS Caremark Implementation and Communications Outreach

Board of Trustees Meeting

December 2, 2016

A Division of the Department of State Treasurer

Implementation Update

- Over the past several months, Plan staff has been working with CVS Caremark in preparation for the January 1, 2017 go live date.
 - Operations (Technical)
 - Pharmacy Team (Clinical)
 - Customer Experience (Member Facing Communication)
- Plan staff visited the CVS Caremark call center in Knoxville, TN for “infusion training” with call representatives to provide Plan specific training prior to the call center taking member calls October 1, 2016.
- As we get closer to the go live date, final testing, member notification letters and ID cards will be finalized and completed.

CVS Caremark Implementation Communication

Members

- Members notified about the transition in all Open Enrollment materials, online videos, the Plan's website and in all e-communications.
- Member impact letters sent Oct. 1, 2016, with second notifications to be sent in December.
- CVS Caremark Customer Care Support phone lines opened to Plan members on Oct. 1, 2016.

Providers

- Providers with 50 or more Plan members will receive letters beginning mid-November regarding patients currently taking non-covered drugs
- NC Medical Society
- Blue Cross and Blue Shield of NC provider portal posting

Pharmacies

- CVS Caremark to send blast to Pharmacy network in December
- NC Board of Pharmacy



CVS Caremark Member Communication

- Member notifications were sent out in early October, with another notification going out in December.
 - Formulary exclusion negative disruption/tier change
 - Specialty Medications
 - Drugs requiring Prior Authorization/Quantity Limit or Step Therapy
 - Welcome Kit (all members)



[Caremark.com/managingdiabetes](https://www.caremark.com/managingdiabetes)



Do you have diabetes?

If you are a plan member with diabetes, you may qualify for a OneTouch* blood glucose meter at no cost to you.

Your prescription benefit plan is offering a value-added program through which meters are available at no cost to eligible members.

For more details, please contact the CVS Caremark® Member Services Diabetic Meter Team at 1-888-826-5645.

*Blood glucose meters are funded by LifeScan Inc. (OneTouch). Choice of meters is subject to change. This document contains references to brand-name prescription medical products that are trademarks or registered trademarks of pharmaceutical companies not affiliated with CVS Caremark.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. ©2016 CVS Caremark. All rights reserved. 106-12483NC 101416


State Health Plan
The Teachers and State Employees
A Division of the Department of State Treasurer
CVS/Specialty
10700 World Trade Blvd
Suite 110
Raleigh, NC 27617

00001 00001 001 P50706
PH 274 GROUP
JOHN Q SAMPLE
9501 E. Shea Blvd
SCOTTSDALE, AZ 85260



Hello, and welcome to CVS Caremark.

We manage your pharmacy benefit on behalf of the State Health Plan. An overview of your benefits is on the back of this letter. If you have any questions, we're here for you.

We have your best health at heart.
- Your CVS Caremark Team

If you have prescriptions to fill, here's what's next:

For medications taken for a short time (like an antibiotic): Fill at any pharmacy in our network.

For medications taken regularly (such as high blood pressure or diabetes medicine): You have a choice. Fill at any network pharmacy or get your medication delivered to your door. See the enclosed sheet on how to sign up for mail service.

For medications taken for complex conditions (such as rheumatoid arthritis, hepatitis or cancer): Our specialty pharmacy can help. Visit [CVSSpecialty.com](https://www.CVSSpecialty.com) to get started.

Get your online benefits by registering at [Caremark.com/startnow](https://www.Caremark.com/startnow)

- Find network pharmacies
- Refill medications and check order status
- Check drug costs
- See your prescription history



Your first step is to register today at [Caremark.com/startnow](https://www.Caremark.com/startnow)

CVS Caremark Member Communication

- A “one-stop shop” web page was created and posted to the State Health Plan website.
- The CVS Caremark Resource Center includes:
 - The Preferred Drug List, as well as specialty and preventive drug lists
 - Links to the drug cost lookup tools
 - Important reminders about ID cards and formulary changes

The screenshot shows the North Carolina State Health Plan website for teachers and state employees. The main heading is "CVS Caremark Resource Center". Below it, the text reads: "As of January 1, 2017, CVS Caremark will become the State Health Plan's new Pharmacy Benefit Manager for the Consumer-Directed Health Plan (CDHP), Enhanced 80/20 Plan, and Traditional 70/30 Plan." A link "Click here for details!" is provided. The page includes a navigation menu with options like "About the State Health Plan", "Plans for Active Employees", "Plans for Retirees", "Health and Wellness H.C. HealthSource", and "Health Benefit Representatives". There are also social media links for Facebook and Twitter, and a search bar. The footer contains sections for "News and Updates", "Upcoming Events", and "Current Health Plan Features".

Member and Provider Feedback

- Plan staff traveling prior to and during Open Enrollment have reported a growing concern from members over the closed formulary, specifically the exceptions process.
- More than 40,000 members received notification in October regarding a drug that will no longer be covered in 2017. The letter defined the exceptions process as well as the exceptions criteria. Another reminder letter will be sent in December.
 - The biggest concern members have is the fact that the exceptions process does not begin until January 1, 2017, which is when the Plan goes live with CVS Caremark as the new Pharmacy Benefit Manager.
 - Plan is communicating to providers and members the importance of planning ahead and encouraging members to have a conversation with their provider before the end of the year.
- Providers have also reached out to the Plan with concerns regarding the formulary, mostly regarding Diabetic medications and supplies.
 - The provider notification sent in November addresses the exceptions process and criteria.