# Compass - Mail Service Pharmacy Program Features and Benefits

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**Description:** CVS Caremark's Mail Service Pharmacy Program offers the convenience of receiving medications delivered to the member's home or office at a reduced cost.

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| Features |

The program is available to all members with CVS Caremark's mail order prescription benefit.

* New and refilled prescriptions may be mailed to one of the CVS Caremark Mail Service pharmacies for dispensing. For turnaround times, refer to [Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e).
  + Members complete the Patient Profile/Order Form and mail it along with the original prescription and payment information.
  + Payment may be made by check, money order, credit card, or e-check.
  + Additional order forms are mailed back to the member with each order. Refills may be ordered by dialing RxRequest on a touch-tone phone, online at CVS Caremark's web site ([www.caremark.com](https://www.caremark.com/welcome-center.html)), or by calling CVS Caremark Customer Care, if offered by the client.
  + Member can enroll in the [Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c))
* The doctor can call or fax in new prescriptions to the FastStart/New Rx department. Customer Care representatives can also fax the doctor to request new prescriptions on the member’s behalf. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706).
* Members can maximize their prescription benefit by asking their prescriber to write the prescription for up to a 90-day supply with 3 refills when clinically appropriate.
* Members are encouraged to check their prescriptions before leaving the prescriber's office to discuss the prescription benefit with the prescriber, if needed.
  + By law, CVS Caremark must fill the prescription for the exact quantity of medication prescribed by the prescriber up to the plan limit.
* When receiving a prescription for a new medication, the member might ask their prescriber for two prescriptions:
* One, for a 30-day supply for immediate use to be filled at a local retail pharmacy.
* One, for up to a 90-day supply plus refills to be filled through CVS Caremark's Mail Service Program.
* CVS Caremark's Home Delivery (Mail Service) Program provides for online Drug Utilization Review, plan specific checks for coverage, compliance, patient eligibility, and alerts for available generic or lower cost equivalents to the prescribed drug.
* Every prescription is quality checked and dispensed by an experienced registered pharmacist assisted by state-of-the-art pharmacy automated systems.

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| Benefits |

**Convenience**

* Members can have their prescriptions mailed directly to their home or office.
* Members can use automated options for refills.
* Customer Care Representatives are readily available to assist members and communicate with doctors as needed.

**Savings**

* Member may have a lower overall copayment by paying one copayment for up to a 90-day supply of medication.
* Generic and lower cost equivalents to the prescribed drugs create alerts in mail order that may provide savings for member and client.
* Savings to the client help preserve the benefit for their members.

**Safety**

* Mail order edits and quality controls in the mail pharmacies promote safety in dispensing, drug utilization and drug interactions.

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| Related Documents |

[Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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