# **Maintenance Choice All Access**

[What is Maintenance Choice All Access?](#_Toc181293633)

[Maintenance Choice All Access FAQ Program Details](#_Toc181293634)

[Frequently Asked Questions and Answers On Demand Delivery Information](#_Toc181293635)

[Related Documents](#_Toc181293636)

**Description:** Review of the Maintenance Choice All Access program offering for Maintenance Choice Mandatory clients. The majority of existing Mandatory Maintenance Choice clients converted to All Access, including the on-demand delivery capability, refer to **Client Program Offerings** in PeopleSafe for clients who have opted in.

|  |
| --- |
| **What is Maintenance Choice All Access?** |

* **** Most plans offer either two or three “grace fill” 30-Day retail or mail refills per medication at any in-network pharmacy before moving to 90-Days at a select retail participating pharmacy (CVS Retail, CVS Caremark Mail, Costco Pharmacy, Kroger, or select independent pharmacies, etc.). Review CIF to see the “Fill Limitations” for each client and confirm coverage via test claims.
* Both Retail and Mail fills will apply to Grace Fill limits.
* Same discounted retail pricing as Maintenance Choice Mandatory
* On demand delivery from CVS pharmacy within hours, available to all members within a 10-mile radius of a CVS pharmacy
* Easy Rx transfer (Member Web Portal) member tools to simplify the transition into the Maintenance Choice network
* Requires adoption of mandatory Maintenance Choice mail and retail network for maintenance drugs

[Top of the Document](#_top)

|  |
| --- |
| **Maintenance Choice All Access FAQ Program Details** |

**Reminder:** We may assist members with plan design questions and with Caremark Mail Order prescriptions. If the member has order/prescription questions regarding orders at a CVS Pharmacy location, refer the member to that local pharmacy.

Refer to as needed:

|  |  |  |
| --- | --- | --- |
| **#** | **Question/Statement** | **Answer/Response** |
| **1** | What is Maintenance Choice Mandatory vs. Maintenance Choice All Access? | * **Maintenance Choice Mandatory** requires members to fill their maintenance medications in 90-day supplies at Maintenance Choice network pharmacies which include CVS Pharmacy, CVS Caremark Mail Order Pharmacy, Costco Pharmacy (retail and mail), and several independent pharmacies.   + Clients receive the benefit of mail pricing for all prescriptions filled in 90-day supplies at Maintenance Choice network pharmacies.   + Refill restrictions give members a limited number of 30-day fills at retail (typically two; however, this is up to the client) before the move is required.   + Members filling at CVS Pharmacy or CVS Caremark Mail Order Pharmacy can move their prescriptions between the two channels as desired.   + Members who choose not to fill at a Maintenance Choice network pharmacy will be responsible for up to 100 percent of the cost of their medications. * **Maintenance Choice All Access** is everything outlined above for Maintenance Choice Mandatory, plus some additional convenience offerings for members:   + **On-Demand Delivery**     - On-demand prescription delivery arrives within four hours from the time the order is placed from the member’s preferred CVS Pharmacy®\*; subject to limitations addressed below, members can have certain acute and maintenance medications delivered to their home, office, or other address of their choice for a delivery fee.     - In Manhattan, NYC, Same Day Delivery is offered for free and therefore is offered in place of on demand delivery.   + **Easy Prescription Transfer**     - Members can securely transfer their prescriptions online with just a few clicks. |
| **2** | What happens if a member presents a 30-day prescription at retail after the refill limit has been exhausted? | With the Mandatory Maintenance Choice design, the claim will reject, and the member will be responsible for 100 percent of the cost of the medication. |
| **3** | How are members informed of the requirement to move their maintenance prescriptions to a pharmacy in the Maintenance Choice network? | Members receive targeted letters informing them of the plan change and new requirement. These letters are drug-specific and provide instructions on making the change to a Maintenance Choice network pharmacy.   * [Maintenance Choice Mandatory Participating MChoice Pharmacy Member Letters (065082)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7eafccae-b948-4184-9f5a-48c63a83b999) are reminders advising members **filling 30-day prescriptions** for maintenance medications at Maintenance Choice Network pharmacies (retail or mail) and are sent after the member uses their “**LAST**” allowed grace fill. * This is sent automatically once the client is enrolled in Mandatory Maintenance Choice. Refer to [Maintenance Choice Mandatory Participating MChoice Pharmacy Sample Member Letter (065082)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7eafccae-b948-4184-9f5a-48c63a83b999). * Maintenance Choice Mandatory non-Participating MChoice Pharmacy Member Letters are reminders advising members **filling 30-day prescriptions** for maintenance medications at Non-Maintenance Choice Network retail pharmacies and is sent out after the members “**FIRST**” fill.   + This is sent automatically once the client is enrolled in Maintenance Choice Incentivized (MCI). Refer to  [Maintenance Choice Mandatory non-Participating MChoice Pharmacy Sample Member Letter (065085)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=925f0a37-405c-441f-8397-19139930dde9).   All communications will be HIPAA compliant. |
| **4** | How is the on-demand delivery component of Maintenance Choice All Access different from the nationwide CVS Pharmacy same-day delivery offering available to all prescriptions filled at CVS Pharmacies? | Maintenance Choice All Access is available to only PBM clients and their members. |

|  |  |  |
| --- | --- | --- |
| **Feature** | **On-Demand Delivery** | **Manhattan, NYC - Same Day Delivery** |
| **Delivery Window** | 4 hours\* | Same-day, by 8pm\*\* |
| **Delivery Distance** | 10 miles | 1 mile |
| **Eligible Members** | All Maintenance Choice All Access members | All members at participating stores in NYC |
| **SLA** | Delivery within 4 hours of order placement, orders must be placed the earlier of 4 hours prior to 8pm or pharmacy close time. | Order must be placed by 11 a.m. for delivery by 4 p.m., or 4 p.m. for delivery by 8 p.m. |
| **Eligible Rx Types** | * Maintenance and acute medications * No controlled substances * No cold chain * No Medicare Part D medications | * Controlled substances except C2’s * Cold chain Rx * Medicare B covered items if the patient has an AOB form on file   (subject to change in future) |
| **Placing An Order** | * Member calls the local pharmacy * Member utilizes mobile app | * Member calls the local pharmacy * Member utilizes mobile app order |
| **Fee Per Order** | Standard rate | Free |
| **Home to Receive Delivery** | Yes (someone over 18 must be home) | Yes (someone over 18 must be home; ID required for controlled substances) |
| **Signature Required** | No | Yes |
| **Payment** | Pre-pay through credit card | Pre-pay through credit card |

[Top of the Document](#_top)

|  |
| --- |
| **Frequently Asked Questions and Answers On Demand Delivery Information** |

Refer to as needed:

|  |  |  |
| --- | --- | --- |
| **#** | **Question** | **Answer/Response** |
| **1** | Do all CVS Pharmacy® locations offer delivery? | * All CVS Pharmacy locations nationwide offer delivery, **except for locations within Target stores**. * In some locations, such as Manhattan, NYC, Same Day Delivery is offered in place of On-Demand Delivery. * Members should call their local CVS Pharmacy to understand the delivery options that are available to them.   Delivery is **not** available in Puerto Rico. |
| **2** | How can I get my medication delivered? | You can place a medication delivery request in the CVS Pharmacy app or by calling your CVS Pharmacy and requesting On-Demand Delivery of your medications.  Members may enroll in SMS notifications at their local CVS Pharmacy, and members will receive an SMS notification when their orders are ready that directs members to the CVS Pharmacy mobile website where they may place a delivery request. |
| **3** | Are all medications eligible for delivery? | On-Demand Delivery is available for medications you take regularly (such as high blood pressure or diabetes medications), as well as for those you take for a short time (like antibiotics).   However, some medications, such as controlled substances, medications that need refrigeration, and medications that are covered by Medicare Part B, cannot be delivered at this time. |
| **4** | Can I have items other than prescription medications delivered? | Yes. Certain health care products and over-the-counter (OTC) medications can be included in the delivery order with your medications. Ask your pharmacy technician for any additional items when you call to place your delivery order.   At this time, non-prescription items can only be ordered with prescription medications and cannot be ordered through the CVS Pharmacy app or mobile website. |
| **5** | How long prior to a store closing can a member request a prescription delivery? | Delivery hours are 9 a.m. to 8 p.m.  Orders must be placed by 4 p.m. to be received within four hours (same day). Otherwise, the order will be delivered the next day by noon. |
| **6** | Can members call Customer Care to initiate a prescription delivery? | Initiating prescription delivery through the local pharmacy is the optimal method. |
| **7** | Can orders be returned? | Non-prescription products ordered through delivery can be returned to the store. They cannot be returned through the courier. |
| **8** | Is there a delivery fee? | Members’ delivery is provided at a standard rate. Whether members order by phone or with the CVS app, they will find out what the fee is before payment is made and before the order is confirmed. All delivery fees are per delivery and are the same for all eligible addresses. |
| **9** | Which addresses can I select for delivery? | If a member lives in Washington D.C., Idaho, Kentucky, Maine, Massachusetts, Mississippi, Vermont, Washington, or West Virginia, the member must provide a residential address for medication delivery based on state regulations.   For all other states, members may select any delivery address that's within 10 miles of the delivering CVS Pharmacy and as allowed by, and in accordance with, state guidelines and regulations. |
| **10** | After I place my delivery order, how long will it take to arrive? | * Your delivery should arrive within four hours. However, things like distance, traffic, time of day and weather can affect arrival times.   **Note:**  Orders must be placed by 4 p.m. or four hours before the pharmacy closes, whichever is earlier, for delivery within same day. If you place an order after the delivery cut-off time it will be delivered the next day.   * In some locations, such as Manhattan, NYC, Same Day Delivery is offered in place of On-Demand Delivery, and delivery time may be longer than four hours. Members may call their local CVS Pharmacy to understand the delivery options that are available. |
| **11** | How will I know when my order will arrive? | Members will receive an email or text message when the courier picks up the order. If members place an order by phone, the pharmacy technician will provide them with an approximate delivery time. |
| **12** | Do I need to be home to receive the delivery? | Someone over the age of 18 needs to be home to accept your delivery. If no one is home, the courier will bring your medication back to CVS Pharmacy for security reasons. |
| **13** | Do I need to provide a signature or identification to receive my delivery? | No, a signature is not required for your medication delivery.  **Exception:** If you are in West Virginia, you'll need to show ID to accept your delivery. |
| **14** | How can I be sure that my Personal Health Information (PHI) and Personally Identifiable Information (PII) will be protected if I choose delivery? | Because your order will be prepaid, CVS Pharmacy only needs to provide your name, delivery address and phone number to your courier. In addition, all prescription delivery orders will be placed in a brown bag with tamper-evident tape to protect PHI and PII. |
| **15** | What information will be shared with the courier who picks up and delivers my order? | Your CVS Pharmacy will share your full name, delivery address and phone number with the courier for delivery purposes only. To protect patient privacy, no other personal information or prescription information will be displayed on the tamper-proof delivery packaging. |
| **16** | Who are the couriers? | CVS Pharmacy uses couriers who have undergone a background screening and are trained to handle prescription deliveries. |
| **17** | What if there is an issue with my delivered medications? Who should I contact first? | Please contact the CVS Pharmacy that filled your prescription. Your CVS Pharmacy team knows your order best and will be able to help most quickly. |
| **18** | What if the tamper-evident tape has been tampered with, I received the wrong medication, or I need to return my medication for another reason? | If you are concerned about the package delivered to you, contact the CVS Pharmacy that filled your prescription immediately. Your CVS Pharmacy team will address your concerns as quickly as possible. |
| **19** | What if I already have prescriptions delivered by mail? Does this change anything? | On-Demand Delivery does not affect the prescriptions you currently fill through PBM Home Delivery Pharmacy. If there is a reason that you need your medication quickly, call the Customer Care number on your member ID card to see what options might be available to you.  If a member is currently filling a prescription with PBM Home Delivery Pharmacy and wishes to use On-Demand Delivery, the member will need to transfer the prescription to CVS Pharmacy. |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Maintenance Choice Mandatory Participating MChoice Pharmacy Sample Member Letter (065082)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7eafccae-b948-4184-9f5a-48c63a83b999)

[Maintenance Choice Mandatory non-Participating MChoice Pharmacy Sample Member Letter (065085)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=925f0a37-405c-441f-8397-19139930dde9).

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**