# MED D - Value Added Items and Services (VAIS)

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**Description:** This document provides information on Value-Added Items and Services (VAIS).

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| Overview |

Value-Added Items and Services (VAIS) are non-Medicare covered services or items, typically discounts, offered to enrollees of a SilverScript/Aetna Prescription Drug Plan. They are not part of the beneficiary’s Prescription Drug Plan and we are unable to communicate these benefits to future enrollees or use as a reason for enrollment. All Individual PDP beneficiaries are included, however [select Group PDP](#_Eligible_Group_PDP) beneficiaries are included based on Plan Sponsor opt-in. For the Group PDP beneficiaries who opted-in not all the vendors below are included for Group PDP.

The VAIS offerings:

* CVS CarePass (Individual and Group)
* Element3 (Individual and Group)
* EyeMed (Individual)
* ILS Meals (Individual and Group)
* LifeMart (Individual and Group)
* LifeStation (Individual and Group)
* Lumosity (Individual and Group)
* Nations Hearing (Individual and Group)
* Omron (Individual and Group)
* Seniors Resource Hub (Individual and Group)
* Symphony (Individual and Group)
* ZDental (Individual)

Beneficiaries can log into the secure portal to learn about their discounts and view all details of the discounts. Beneficiaries who choose to get VAIS items or services pay all costs. Not all Group PDP Plan Sponsors opted in, click [here](#_Eligible_Group_PDP) for the Group PDP Plan Sponsors that have VAIS for the 2023 plan year.

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| Call Handling |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Determine which Value-Added Items and Services the beneficiary is calling about. |
| **2** | **VAIS Disclaimer (read to callers before talking about VAIS):**  Discount offers provide access to discounted services and are not part of an insured plan or policy. Discount offers are rate-access offers and may be in addition to any plan benefits. The beneficiary is responsible for the full cost of discounted services. We may receive a percentage of the fee paid to a discount vendor. |
| **3** | For information on how the beneficairy can obtain addition information, refer to each section below:   * [CVS CarePass (Individual and Group)](#_CVS_CarePass_(Individual) * [Element3 (Individual and Group)](#_Element3) * [EyeMed (Individual)](#_EyeMed_–_STILL) * [ILS Meals (Individual and Group)](#_ILS_Meals_(Individual) * [LifeMart (Individual and Group)](#_LifeMart) * [LifeStation (Individual and Group)](#_LifeStation) * [Lumosity (Individual and Group)](#_Lumosity) * [Nations Hearing (Individual and Group)](#_Nations_Hearing) * [Omron (Individual abd Group)](#_Omron) * [Seniors Resource Hub (Individual and Group)](#_Senior_Resource_Hub) * [Symphony (Individual and Group)](#_Symphony) * [ZDental (Individual)](#_ZDental) |

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| CVS CarePass (Individual and Group) |

Beneficiaries have access to $8 off the $48 annual subscription cost for CarePass.

CarePass includes:

* **20% off CVS Health® Brand products** - Discount on 1,000s of products already on the ExtraCare card. Beneficiaries can just shop and save!
* **FREE same-day Rx** **delivery** - Save time and stress less. Beneficiaries can have eligible prescriptions and CVS essentials delivered right to their door in hours. Beneficiaries can check the Store Locator to see if their store offers same-day delivery right now.
* **FREE 1 to 2 day shipping** - Skip a trip. Get FREE 1 to 2 day shipping when beneficiaries add at least one CarePass eligible item to their basket. Look for the CarePass badge on 1,000s of items.
* **24/7 Pharmacist Helpline to clear up Rx questions** - What a relief! Get answers, in the moment, from a trusted pharmacist. They'll have access to the Beneficiaries CVS Pharmacy® prescription information and can tell them more about prescription services that can help.
* **Enjoy a $10 promo reward every month.** Pick up something, just for you. Beneficiaries can easily use their promo reward in store or online - it's automatically added to their ExtraCare card each month to thank them for being a beneficiary.

If a beneficiary is new to CarePass, they will enter a coupon code at checkout when purchasing an annual membership. If they are an existing CarePass member, they can call **1-833-320-CARE** (TTY:711).

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| Element3 (Individual and Group) |

Element3 Health is a network that engages 50+ adults around their passions to increase their physical, social, and mental activity for healthy aging.

Beneficiaries engage in 3 areas which help reduce their risk for:

* **Physical:** Obesity, diabetes, heart disease, decreased mobility
* **Mental:** Cognitive decline, dementia, and Alzheimer’s
* **Social:** Isolation, loneliness, depression

This network of in-person and virtual groups matches beneficiaries to activity groups that they are passionate about. Groups may include (but aren’t limited to):

* Arts and crafts
* Bowling
* Card and board games
* Cycling
* Dancing
* Fishing
* Gardening
* Reading
* Social
* Swimming
* Tennis and pickle ball
* Walking and hiking

**Note:** While beneficiaries are not charged to use the Element3 service, there may be a fee for the Activity Group itself. This fee is the beneficiary’s responsibility.

If the beneficiary shows interest in Elements3, then direct the beneficiary to either:

* Call Element3 at 1-844-974-0494 and give their plan beneficiary identification (ID)
* Go to the Element3Health website:
  + **Group:** <https://element3health.com/silverscript/>
    - Use code **SilverScript**
  + **Individual:** <https://element3health.com/aetna>
    - Use code **AetnaPDP**

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| EyeMed (Individual) |

Individual PDP beneficiaries have access to discounts on Eye care with EyeMed Nationwide network of eye care providers at the following retail chains:

* LensCrafters®
* Pearle Vision®
* Target Optical®
* CVS Optical®

**Note:** CVS Optical is available at select locations. Contact [aetnavisionpreferred@Aetna.com](mailto:aetnavisionpreferred@Aetna.com) to get the current listing of locations

Routine eye exams can help identify early signs of certain chronic health conditions such as diabetes, high blood pressure, heart disease, high cholesterol, and eye disease. With their unique vision medical plan integration programs, EyeMed helps beneficiaries to see further for improved overall health.

* EyeMed partners with trusted vision care providers to identify clinical conditions following a routine eye exam.
* EyeMed will also make sure beneficiaries have the information they need through additional outreach, reminders, and wellness services.

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| **Vision Care Services** | **Beneficiary Cost** |
| **Frames**   * Frames | 35% off retail price |
| **Lenses per pair\***   * Single vision * Bifocal * Trifocal * Standard progressive * Premium progressive | $40  $60  $80  $125  20% off retail |
| **Lens options - per pair**   * Standard polycarbonate * Standard plastic scratch * Coating UV treatment * Solid or gradient * Tint Glass * Photochromic * Standard anti-reflective coating * Other add-on and services | $40  $15  $15  $15  20% off retail price  20% off retail price  $45  20% |
| **Contact lenses**   * Conventional * Disposable | 15% off retail price  0% off retail price |
| **Laser vision correction\*\*\***  LASIK or PRK | 15% off retail price - or- 5% off promotional price  **Note:** Since LASIK or PRK vision correction is an elective procedure, performed by specially trained providers, this discount may not always be available from a provider in the beneficiary’s immediate location. For a location near them and the discount authorization, the beneficiary can call 1-800-422-6600. |

**Schedule an Appointment:**

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| **Step** | **Action** |
| **1** | Locate a participating provider by:   * Search for a provider online at: [https://eyedoclocator.aetnamedicarevision.com/aetnamedic are/en](https://eyedoclocator.aetnamedicarevision.com/aetnamedic%20are/en)   **OR**   * Call 1-866-670-4772 |
| **2** | Call the provider's office to schedule an appointment. |
| **3** | Print out or save to your Smartphone, the discount card (<https://www.caremark.com/portal/asset/IVL_EyeMed_PDP_DiscountCard.pdf>) that contains the discount code.  **Note:** This signal the provider that you are eligible to receive these discounts. |

Beneficiaries will receive a 20% discount on those items purchased at participating providers that are not specifically covered by this Discount design. The 20% discount may not be combined with any other discounts or promotional offers, and the discount does not apply to EyeMed Provider's professional services or contact lenses. Retail prices may vary by location.

**Limitations/Exclusions**

* Orthoptic or vision training, subnormal vision aids, and any associated supplemental testing.
* Medical and/or surgical treatment of the eye, eyes, or supporting structures.
* Corrective eyewear required by an employer as a condition of employment, and safety eyewear unless specifically covered under plan.
* Services provided as a result of any Worker's Compensation law.
* Discount may not be available on certain brand name Vision Materials (i.e. eyeglass frames) in which the manufacturer imposes a no-discount practice.

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| ILS Meals (Individual and Group) |

Beneficiaries enjoy an average discount of 20-25% including free shipping on multipacks of convenient, delicious, and affordable home-delivered meals to help them eat well, feel good and live better.

* Registered Dietitians design all menus with passion, using fresh ingredients that are flash frozen to preserve nutrients.
* ILS Meals are designed to foster independence, aid in recovery, or reduce the symptoms of a chronic illness.
* Beneficiaries can choose from 7, 10 or 14 pack options of regular or specialty meals. Specialty meals include options for Heart Healthy, Renal Diabetic, Vegetarian, Gluten Free, Pork Free, Fish Free and Puree.
* The average discounted price for a 7 pack is $55, 10 pack is $65 and 14 pack is $98
* Meals are packed with dry ice and shipped via UPS or FedEx.

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| LifeMart (Individual and Group) |

LifeMart offers:

* Attractive discounts
* Coupons
* Daily deals
* Limited time offers
* Local deals
* Special-occasion deals

**Note:**  New offers are added all the time.

Beneficiaries can enjoy:

* One-stop shopping for everyday savings
* An easy-to-navigate site so beneficiaries can find deals quickly
* Online customer service to help beneficiaries with any issue at any time. Use the “Need Help” feature on the site (no phone support is available)

**Examples of LifeMart programs:**

* **Media Offers**
  + Amazon Kindle Books
  + Audible Audiobooks
  + Untethered Books
* **Weight Management, Fitness and Yoga**
  + Active and Fit®
  + Husk®
  + Jenny Craig®
  + Nutrisystem®

Beneficiaries can choose from a variety of:

* Weight loss meal plans
* Home meal delivery options
* Coupons for local grocery stores
* Helpful online tools
* Fitness plans
* Club memberships
* Fitness apparel and shoes
* Workout gear
* Diet plans and groceries

**Note:** Beneficiaries can see discounts after they register and log in. Beneficiaries can create separate accounts for family members at no charge.

* **Group:** <https://discountmember.lifecare.com/registration/register1.rtml?service=registration&member=1&corp_or_ccode=SILVERSCRIPTEGWP&partner_token=SSGROUP-082620>
* **Individual:** <https://discountmember.lifecare.com/registration/register1.rtml?service=registration&member=1&corp_or_ccode=MEMBERSAVE>

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| LifeStation (Individual and Group) |

LifeStation is open to Individual and Group SilverScript beneficiaries. Beneficiaries get:

* Medical alert systems and 24/7 monitoring from their Underwriters Laboratory (UL) Listed Monitoring Center.
* Access to medical alert systems using a medical alert console and wireless help button that the beneficiary wears as a pendant or bracelet.
  + In the event of an emergency, beneficiaries press the button and it immediately connects them with the Care Specialists at the LifeStation UL Listed Monitoring Center, who assess the situation and contact EMS and the beneficiary’s emergency contact list, if necessary.
* LifeStation offers several medical alert systems with no long-term contract, at discounted rates:
  + In-home Landline: $19.95
  + In-Home No Landline: $25.95
  + Mobile with GPS: $29.95
  + Smartwatch: $42.95

For more information

* **Group:** <https://www.lifestation.com/silverscript/> or contact (866) 665-5288.
* **Individual:** <https://www.lifestation.com/aetna/> or contact (866) 665-5288.

**FAQs**

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| **Question** | **Answer** |
| Can 2 beneficiaries living at the same address get LifeStation? | Yes, if each beneficiary enrolls in an eligible plan, both beneficiaries can get LifeStation. For the in-home devices, there's 1 base station and each beneficiary would get a separate pendant. For the mobile device, each beneficiary gets a separate mobile device. |
| Can we mail the LifeStation equipment to a Post Office (P.O.) Box? | Yes, you can mail the LifeStation equipment to a P.O. Box. |
| How does emergency personnel get into the beneficiary’s home? | If LifeStation has to contact medical personnel, they try to contact friends/neighbors/family members on their provided contact list who have a key and may be able to meet responders and open the door. LifeStation has a personalized emergency action plan with info such as:   * Best route to their home * Contact list * Medical response agencies * Beneficiary’s address |
| What happens if beneficiaries want to add more features, which are available through LifeStation, but we don’t cover them? | We won’t talk about or offer any more services, not covered by us. |
| What happens to the LifeStation equipment when a beneficiary disenrolls from us? | When a beneficiary disenrolls from us, they have an opportunity to keep their medical alert service privately, independent from us with the beneficiary discount rate, by supplying their own payment info to LifeStation. If the beneficiary chooses to stop services, they have a 30-day grace period in which to return their equipment to LifeStation. We encourage beneficiaries to keep the shipping box the device was in to ship back; but any box, which fits the equipment works. After 30 days, LifeStation doesn’t watch devices where the beneficiary has disenrolled and doesn’t get any signals from the unit. |
| What happens to the LifeStation equipment when beneficiaries move to another residence (within the service area of the plans)? | The LifeStation equipment is portable and they can take it with them if they move to another residence. The beneficiary calls the phone number on their device to update LifeStation with their new info. If the beneficiary moves outside of the service area, this prompts a plan disenrollment. |
| What if I lose power? | Your LifeStation system has a backup battery that supports the system when there's a power outage. They design the battery to last up to 32 hours in emergency conditions. The battery self-charges once power restores. |
| What system repair/replacement service do they provide with the LifeStation medical alert system? | LifeStation handles all replacement of faulty equipment, including battery replacements. There's no extra cost for this. |
| Who does the beneficiary call if they have technical difficulties with their LifeStation system? | The beneficiary calls the phone number listed on their device about any issues with their equipment (faulty equipment or battery replacement). |

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| Lumosity (Individual and Group) |

Lumosity program is open to Individual or Group SilverScript beneficiaries. By using simple games, Lumosity may help improve its users’ brain functions. For example, users may be able to help their:

* Logical reasoning
* Verbal fluency
* Working memory

Beneficiaries can challenge their mind with 60+ brain games for memory, math, vocabulary, and more.

* Games adapt to the beneficiary’s unique strengths and weakness
* Beneficiaries can access games on multiple devices

Beneficiaries will receive a 40% discount and can choose to pay $36 for one year or $54 for two years.

* For either membership, beneficiaries pay a lump sum and can’t cancel their enrollment.
* For beneficiaries who get the 2 year membership, they get it for 2 years from the date of purchase.

For more information and to sign-up, beneficiaries can visit:

* **Group:** [www.lumosity.com/silverscript](http://www.lumosity.com/silverscript)
* **Individual:** <http://www.lumosity.com/aetna>

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| Nations Hearing (Individual and Group) |

Beneficiaries can save on the cost of hearing aids with Nations Hearing. Nations Hearing helps beneficiaries get tested for hearing loss and guides you through the process of selecting a comfortable, nearly invisible make and model of hearing aid that fits your lifestyle and has superior technology all at an incredibly affordable price. Top quality hearing aids from major manufacturers are available at the best and lowest prices.

Program Features:

* Annual hearing exam at no cost
* Access to a nationwide network of 3,600+ trusted providers
* Brand-name hearing aid makes and models available from all major manufacturers
* Unbeatable pricing and a 60-day, 100% money-back guarantee
* Concierge service by dedicated Member Experience Advisors
* Follow-up care management and three complimentary adjustments
* 3-year repair warranty; 3 years of batteries included at no cost
* One-time replacement coverage for lost, stolen or damaged devices
* 12- and 18-month financing options available with 0% APR, no money down

For more information about Nations Hearing, beneficiaries can either:

* Call 1-877-450-8888 (TTY: 711)
  + Member Experience Advisors are available to assist Monday through Friday, between 8 a.m. and 8 p.m. EST.
* **Group:** [www.nationshearing.com/silverscriptsite](http://www.nationshearing.com/silverscriptsite)
  + Use code **SilverScript**
* **Individual:** [www.nationshearing.com/aetnadiscount](http://www.nationshearing.com/aetnadiscount)
  + Use code **AetnaPDP**

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| Omron (Individual and Group) |

Beneficiaries can get discounts on blood pressure monitors, pedometers and activity trackers, electrotherapy TENS (transcutaneous electrical nerve stimulation) units and many other Omron products.

How beneficiaries get the Omron discount:

* Visit the Aetna page on the Omron website ([https://omronhealthcare.com/aetna](https://omronhealthcare.com/aetna/)) and receive 10% off when they use promotion code “**AETNA10**.”This is a savings of up to 60% off retail price. Offer excludes AliveCor and subscription products
* Call 1-877-216-1333 to order by phone or to speak with an Omron customer service representative to get more information. Mention the promotion code “**Aetna 10**” to get the discount.

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| Seniors Resource Hub (Individual and Group) |

Senior Resource Hub is a comprehensive set of tools where beneficiaries can evaluate, compare and make the best living and care decisions for themselves or a loved one. Beneficiaries will have access to web-enabled facility checklist where they can plan, customize, and evaluate different facilities.

Checklist Categories include:

* Assisted Living Facilities
* Nursing Home/Skilled Nursing facilities
* Home Health Care
* Hospice
* Palliative Care

Beneficiaries receive assistance with questions to ask when evaluating providers and can record notes and assign scores to questions/answers in an organized format.

Beneficiaries pay $17.99 for services for 1 year (12 months from start date of service).

For more information and to sign up:

* **Group:** <https://www.seniorsresourcehub.com/silverscript/>
  + Use discount code **SilverScript**.
* **Individual:** <https://www.seniorsresourcehub.com/aetna/>
  + Use discount code **AetnaPDP**.

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| Symphony (Individual and Group) |

Symphony offers a variety of options to help keep independent adults safe and connected. All packages come with:

* Voice-activated Smart Hub which offers real-time updates to caregivers with 2-way communication
* 24/7 emergency response call center support
* Unlimited 4G service for app-to-Hub check-in Calls (included in your monthly service plan).

Family and caregivers can stay connected through the Symphony App and receive alerts for falls, motion, air quality and temperature irregularities.

Symphony offers no long term contracts on a variety of products; beneficiaries can choose a bundle and add on additional features to fit their unique needs. As an Aetna beneficiary, they will receive 20% off all bundles and subscription fees.

**Bundled options\*:**

* **Basic Bundle:** Comes with the voice-activated Smart Hub and a Care Button so remote caregivers can help ensure 24/7 safety and improved communication with loved ones.
* **Essential Bundle:** Comes with the Smart Hub and Care Button plus additional sensors - two motion sensors and a fall sensor - to provide greater home coverage.

**\***Activation requires a recurring monthly service fee

**Product Descriptions:**

* **Smart Hub:** Voice activated and includes a two-way speaker to make it easy to communicate in an emergency. It also acts as a motion sensor and reads room temperature and air quality.
* **Fall Sensor:** Automatic sensor that detects falls in the bathroom without a wearable device. It can also be activated by voice or the on-screen button. The fall sensor requires a Wi-Fi connection.
* **Motion Sensor:** Detects movements inside the home and updates caregivers. Additional sensors can be added to a bundle to support larger homes.
* **Entry Sensor:** Receive updates via the Symphony App when doors, cabinets or windows have been opened.
* **Mobile Companion:** This GPS locator can notify family, caregivers and an emergency response team if an accident occurs outside the home. The button-activated speaker allows easy communication directly with a call center. Available as an add-on to your bundle (additional monthly service fee required).

**Product cost:**

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| **Bundles** | **Retail Price** | **Discounted Aetna Price** |
| **Basic** | $149.99 | $120.00 |
| **Essential** | $249.99 | $200.00 |
| **Additional items** | **Retail Price** | **Discounted Aetna Price** |
| **Care Button** | $29.99 | $24.00 |
| **Motion Sensor** | $49.99 | $40.00 |
| **Entry Sensor** | $49.99 | $40.00 |
| **Mobile Companion** | $99.99 | $80.00 |

**Monthly Subscription Fee:**

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| **Bundles** | **Retail Price** | **Discounted Aetna Price** |
| **Basic** | $29.99 | $24.00 |
| **Essential** | $39.99 | $32.00 |
| **Mobile Companion** | +$15.00 | +$12.00 |

To sign up:

* **Group:** <https://members.aloecare.com/silverscript>
* **Individual:** <https://members.aloecare.com/aetna/>

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| ZDental (Individual) |

Beneficiaries can visit Z Dental shopping website for discounts on a variety of oral health care products.

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| **Product** | **Quantity** | **Price** |
| Z Sonic Toothbrush | 1ct | Go to the [Z Dental](https://myzsonic.com/aetna/) website. |
| * Z Sonic Mini Toothbrush and replacement heads * Classic Brush Replacement Heads for the Z Sonic Electric Toothbrush * Premium Brush Replacement Heads for the Z Sonic Electric Toothbrush | 2ct  4ct | Go to the [Z Dental](https://myzsonic.com/aetna/) website.  **Note:** Beneficiaries get discounts for signing up for auto-ship. |
| 5 Oral Health Care Kits for On-the-Go:   * Adult * Baby * Kids * Teen * Travel | Per kit | Go to the [Z Dental](https://myzsonic.com/aetna/) website. |

To access these discounts, visit <https://myzsonic.com/aetna/> or call 1-888-228-7706.

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| Eligible Group PDP Plan Sponsors |

Refer to the following:

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| **Client Name** | **Primary Carrier** |
| Alaska Electric Workers | 9567 |
| Bank of America | 9541 |
| Boehringer Ingelheim Corporation | 9524 |
| Bridgestone | 9519 |
| City of Cincinnati | 9537 |
| City of Mesa | 9530 |
| Colorado PERA | 9546 |
| Consol Energy | 9487 |
| Fiat Chrysler Automobiles, FCA US LLC | 9497 |
| GIC | 9511 |
| Harley Davidson | 9510 |
| IBEW Local 26 | 9521 |
| IUOE 101 | 9560 |
| Kellogg Company | 9425 |
| Lincoln Financial Group | 9548 |
| Los Angeles Unified School District | 9513 |
| Navistar Inc. | 9408 |
| Nextera | 9540 |
| ONCOR | 9496 |
| PPG Industries | 9470 |
| Prince George County Public School | 9547 |
| RR Donnelley | 9466 |
| State of Oklahoma | 9516 |
| State Wide Schools Cooperative Health Plan | 9533 |
| The New York Times Company | 9427 |
| Thomson Reuters | 9454 |
| UAW Budd Veba | 9529 |
| United Airlines | 9517 |
| Western and Southern Financial Group | 9450 |
| World Bank | 9514 |

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with beneficiary) section in [MED D - Grievances Index](file:///C:\Users\A531815\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\B7R51NTT\TSRC-PROD-007931)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\A531815\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\B7R51NTT\CMS-2-017428)

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