



State of New Mexico

January-December 2023 Prescription Benefit Overview



Who is CVS Caremark?

We manage the prescription drug benefits for the State of New Mexico. At CVS Caremark we provide quality pharmacy care that can help save you time and money.

**Comprehensive
pharmacy benefit
services**

**Distinct focus
on complex specialty
medications**

**Committed to improving
member care through better
coordination
with physicians**

**Community-based
health services
and support**



Supporting members on their path to better health

We provide you with:

- Convenient choices
- Savings opportunities
- Online tools
- Specialty care



Reminders



Secure messaging



Pre-enrollment support



Electronic PAs



Savings opportunities



Spend tracking



Drug cost and coverage



EMR integration



Nurses



Doctors



Payors

An integrated experience connecting members to their benefits and their providers

Tools help members get what they need, when they need it

Connections to care

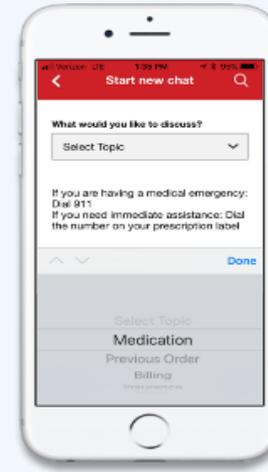
- Secure messaging
- Connected glucose meters
- MinuteClinic hold-my-place-in-line app
- MinuteClinic video visits

Convenience, savings and ease of use

- Mobile prescription pick up and pay
- Two-way text
- Scan to refill
- Refill text reminders

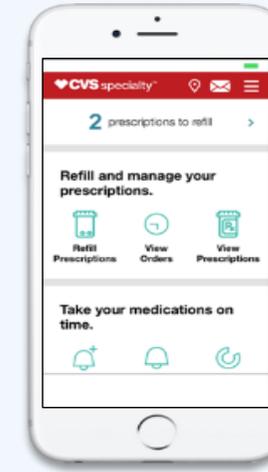
Benefit access and transparency

- Real-time benefits information through EHR
- Check drug cost and coverage
- Early registration at Caremark.com to provide access before effective date



Secure messaging

1-on-1 CareTeam support where and when patients need it



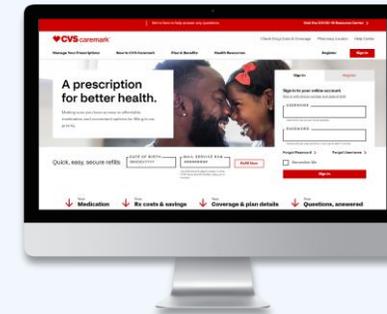
Mobile app

Manage refills, set reminders



Secure email

Track orders, refill reminders



Website

Condition education, registration, refills, payments, account management

CVS Specialty and PrudentRx

 **CVS**Health[®]



State of New Mexico Plan and Members Benefit with PrudentRx



Program awareness

Members receive welcome letter with toll-free to call for enrollment

Member receives call from PrudentRx to finalize enrollment



Easy enrollment

PrudentRx Advocate facilitates enrollment and updates copay assistance and **\$0 OOP cost**



Integrated process

Specialty Pharmacy introduces program to new members during onboarding call and warm transfers to PrudentRx

Digital capabilities help ensure broad member outreach as applicable



Ongoing administration

PrudentRx Advocates available 8am–8pm, Monday–Friday. Spanish speaking advocates and language line for questions

Continuous monitoring helps ensure copay card utilization and accurate claim billing



Continued support

Members receive proactive assistance from PrudentRx with copay card renewal to avoid therapy delays

Diabetic Meter Program

 **CVS**Health[®]



Better diabetes management with no-cost meters



Regular blood glucose testing is an essential part of successful diabetes management. The Diabetic Meter Program makes monitoring blood glucose levels easier by offering no-cost* meters to eligible plan members.

The Diabetic Meter Program

This value-added program is offered as part of your prescription benefit plan and provides eligible members with a blood glucose meter at no out-of-pocket cost.

Eligibility

To take advantage of this offer, members must:

- Be enrolled in the prescription benefit plan
- Have diabetes
- Have a valid prescription for blood glucose test strips. Members who don't already have a prescription can request one at [Caremark.com/managingdiabetes](https://www.caremark.com/managingdiabetes).

Additional requirements or limitations may apply. Meters will be shipped to members within 7 to 10 days of order.



Diabetic Meter Program

For more information about offering the Diabetic Meter Program to your members, visit [caremark.com/managingdiabetes](https://www.caremark.com/managingdiabetes) and choose **“request a meter”**.

Frequently Asked Questions

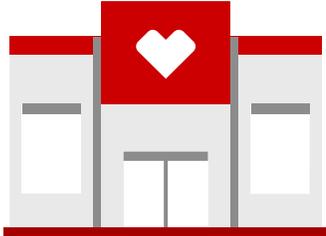
Frequently Asked Questions

How do I enroll in a pharmacy plan?

Each medical plan offered by the State of New Mexico includes a pharmacy plan.

Do I have to use CVS Pharmacy?

No. When it comes to how you fill your prescriptions you have options. Chose from 68,000 network pharmacies, including independent pharmacies, chains and 9,500 CVS Pharmacy locations. It's easy to find and visit your local pharmacy. Mail order is also available.



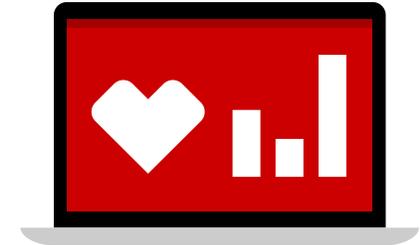
Frequently Asked Questions

Where can I get more information on CVS and overall prescription drug coverage?

- The following link contains a number of useful videos, including information on the prior authorization process, comparing drug costs, the automatic refill process and the suite of digital tools available to make managing your prescription drugs easier:
<https://www.youtube.com/channel/UCHmU9bB7BL6azoopCQLt6tw/videos>

Is my pharmacy in network?

You can confirm if your pharmacy is in network when using the check drug cost tool on [Caremark.com](https://www.caremark.com).



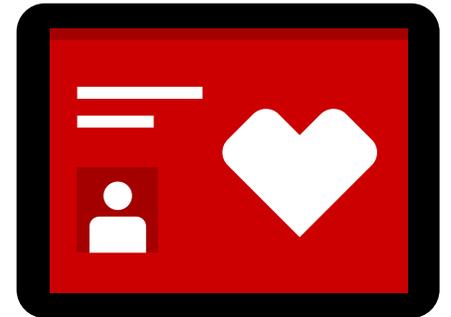
Frequently Asked Questions

Do I have to use mail order in order to receive a 90 day supply of my maintenance medication?

The State of New Mexico offers members a convenient, comprehensive and cost-effective mail order pharmacy benefit. Members are encouraged to fill maintenance medications through mail order after three “grace fills”. After exhausting the available retail grace fills, further fills of maintenance medications will have high copays at retail pharmacies.

How do I contact a CVS customer care representative?

You may contact a CVS Caremark representative toll free at 877-744-5313 for additional assistance or by visiting [Caremark.com](https://www.caremark.com).



Thank You!