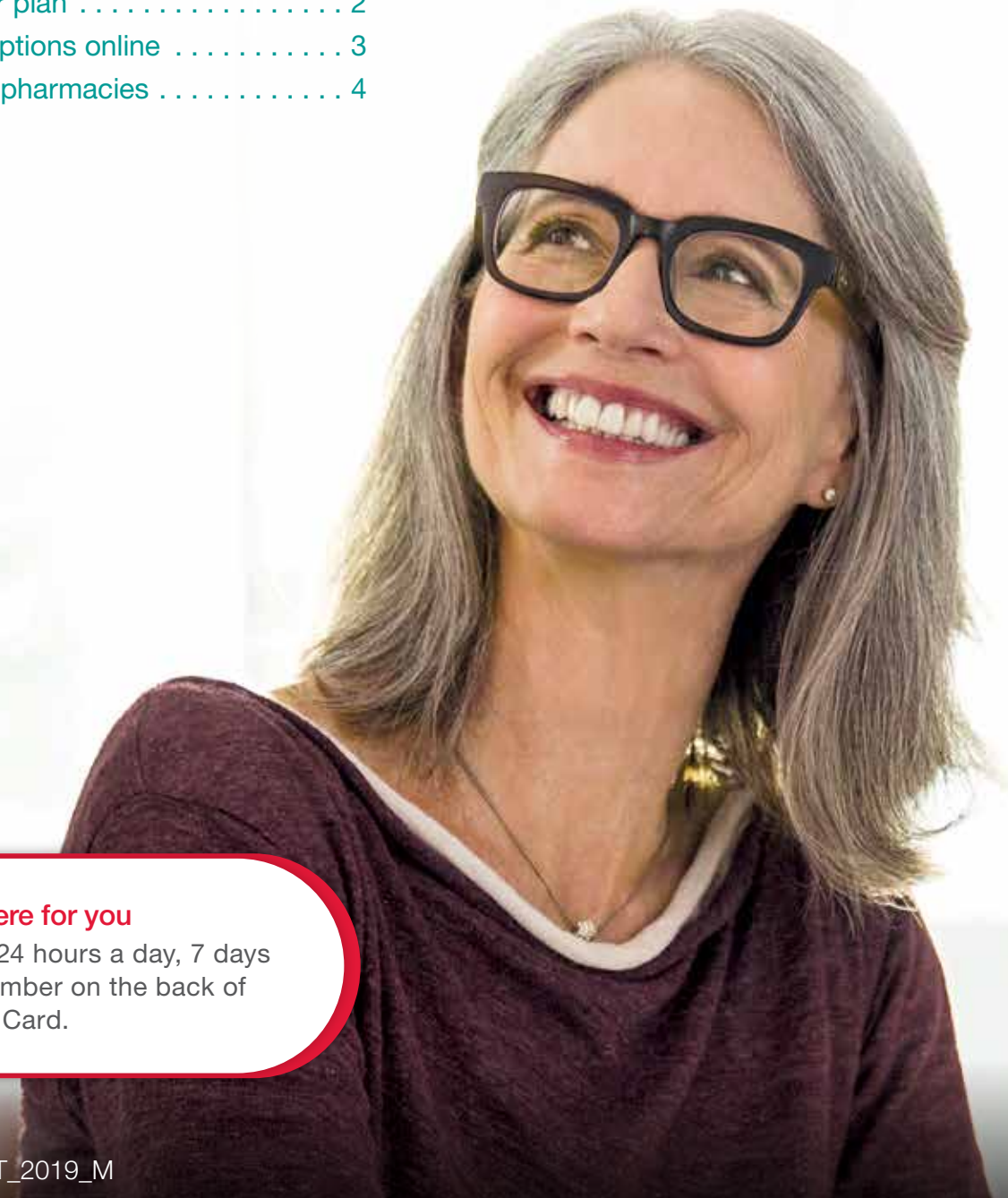


New Member Reference Guide


Your guide to getting the most from your Part D coverage.

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We're always here for you

 Call us toll free, 24 hours a day, 7 days a week at the number on the back of your Member ID Card.

Welcome to SilverScript

Thank you for choosing SilverScript (PDP). Get off to a great start by using this New Member Reference Guide to become familiar with the tools, resources and convenient services that will help you simplify your coverage and get the most value from your plan.

Get started with your Member ID card

Your Member ID card will be mailed separately from your Welcome Kit. Begin using it to fill prescriptions on the day your coverage takes effect. You will need your ID number, found on the front of your card, to register for your Caremark.com account or order medication supplies by mail. For your convenience, a toll-free number for SilverScript Customer Care is printed on the back of your card.



Member ID Number

Go Digital!

Look for this mouse symbol for online tools that make managing your account easy.



Your Welcome Kit

Below is a list of Welcome Kit contents and a brief description of each. Please keep your Welcome Kit documents handy throughout the year for future reference.

2019 Pharmacy Directory

A partial list of the network pharmacies in your area.

Abridged Formulary

A partial list of covered drugs, including applicable tier and restriction information.

Evidence of Coverage

A guide to using your plan benefits and getting the most value from your coverage, as well as your rights and responsibilities as our member.

Sign up for your password-protected Caremark.com account



SilverScript has selected Caremark.com as your personal prescription management website. With your secure Caremark.com account, you can access tools that make managing your medications easier:

- Find pricing for drugs covered by your plan
- Research alternative drug options that might save you money
- View your Explanation of Benefits
- Sign up for convenient delivery by mail of 90-day supplies of the medications you take regularly

Visit Caremark.com and register for your new member account to access tools and information that will help you make the best decisions about your medications.

Go Paperless! Access your Explanation of Benefits online



Paperless Explanation of Benefits (EOB) statements are convenient and worry-free. Your EOBs are stored safely in your password-protected Caremark.com account where you can access them at any time.

- **Stay organized** — Caremark.com keeps up to 36 months of your EOBs neatly organized by month and year.
- **Access your information anywhere** — Whether you need it at the pharmacy, your doctor's office or while you're out of town, your EOB is available with just a few clicks.
- **Keep your information secure** — Your statements are safely stored in your password-protected account, so there's no paper clutter and no shredding necessary.

Log in to your Caremark.com account today to get started. You can change back to paper statements at any time.

Download the free Caremark app to your mobile device

The CVS Caremark mobile app is free, and gives you the flexibility and portability to review your filled prescriptions, submit refill requests to CVS Caremark Mail Service Pharmacy and even check drug costs from your mobile device. Download the app and login to your Caremark.com account to get started.



SilverScript Network Pharmacies

SilverScript's nationwide pharmacy network includes more than 66,000 locations that will accept your coverage, including CVS Pharmacy®, Walgreens®, Walmart®, Sam's Club®, thousands of regional, independent and grocery store pharmacies and CVS Caremark Mail Service Pharmacy.

CVS Caremark Mail Service Pharmacy™

Try 90-day supplies by mail from CVS Caremark Mail Service Pharmacy

Delivery by mail from CVS Caremark Mail Service Pharmacy is a safe, convenient way to receive 90-day supplies of the medications you take regularly. Your medications are delivered right to your home in discreet, tamper-proof packaging, and there's no cost for standard shipping anywhere in the U.S.¹ You'll also enjoy these advantages:

- Easy-to-use online tools for ordering and tracking your medication refills on Caremark.com
- Secure orders checked by pharmacists who can answer questions about your medications
- Licensed pharmacists verify prescriptions before shipping and are available to answer questions about your medications
- Personalized Notifications when it's time to refill your medications

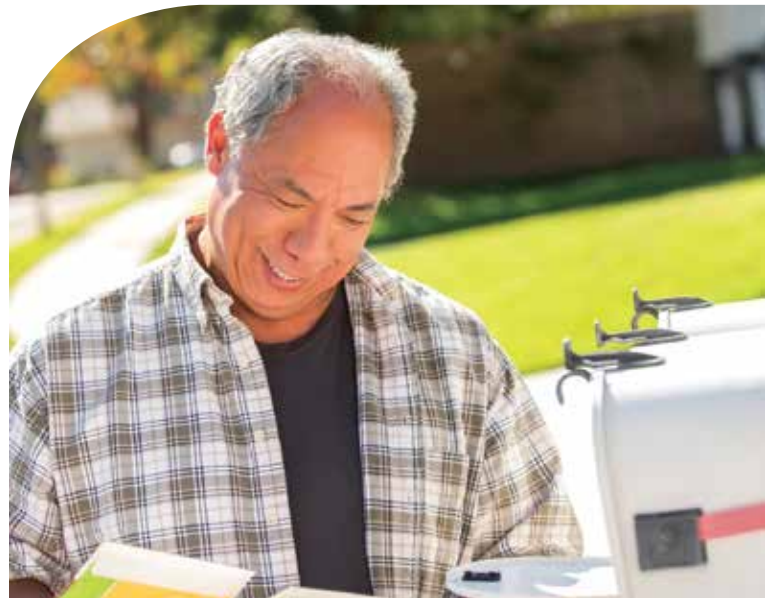
Get started with 90-day refills by mail today



Sign in to your **Caremark.com** account. Click on *Prescriptions*, then select *Start Mail Service* from the menu. Click on *Request a New Prescription* and follow the easy instructions



Call Customer Care toll free at **1-866-235-5660**, 24 hours a day, 7 days a week (TTY: **711**)



¹ The typical number of business days after the mail order pharmacy receives an order for you to receive your shipment is up to 10 days. Enrollees have the option to sign up for automated mail order delivery. If your mail order drugs do not arrive within the estimated time frame please contact us toll-free at the number on the back of your Member ID card, 24 hours a day, 7 days a week.

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Call 1-866-235-5660 (TTY: 711) for more information. Your privacy is important to us. SilverScript employees are trained regarding the appropriate way to handle your private health information. SilverScript Employer PDP is a Prescription Drug Plan. This plan is offered by SilverScript Insurance Company, which has a Medicare contract. Enrollment in SilverScript depends on contract renewal.

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