

# Home Delivery Service for Prescription Drugs



Through our prescription drug administrator, CVS Caremark, the WEA Trust offers a convenient option for receiving prescription drugs that you take on an ongoing basis, such as those to treat high cholesterol, high blood pressure, or diabetes. You can have up to a 90-day supply of prescription maintenance medications delivered to your home, which can mean lower copayments\* and less time ordering refills. Plus, standard shipping is always free.

## Getting started

### FastStart — Quick, easy, and convenient

Look into CVS Caremark's FastStart Program for a quick and easy way to get started in the Trust's Home Delivery Service. Just call the FastStart Program toll-free at (800) 875-0867 and tell them you want to fill your prescription for home delivery. After providing FastStart with the pertinent information, they'll call your doctor to get the process started.

If you opt not to use FastStart, you'll need to do the following to start home delivery:

- **Get a prescription from your doctor.** Obtain a prescription for a 90-day supply of your maintenance medication with a maximum of three refills.

**Note:** When filling a new prescription you've not taken before, it's best to first order a 30-day supply from your local pharmacy so you'll know if the drug is effective for you.

- **Complete the mail-order form.** Visit [weatrust.com](http://weatrust.com) and click on "Home delivery for prescription drugs" under Quick Links to access and download the mail-order form. You may also request one by calling the Trust at (800) 279-4000.

## Customer Service

If you have questions about your drug coverage, please call our prescription drug administrator, CVS Caremark, toll-free at (800) 818-6912.

**On the Web** — For information about your prescription drug coverage, visit [weatrust.com](http://weatrust.com) and click on "Your drug plan."

- **Mail the completed form along with your prescription and payment to CVS Caremark.** You can pay by check, money order, or with a major credit card. Do not send cash. Your prescription will arrive 10–14 days from the day you mail your prescription.

## Ordering refills

When your prescription arrives, it will include the date you can request a refill and the number of refills you have left.

**Online** — Click on "Home delivery for prescription drugs" under Quick Links at [weatrust.com](http://weatrust.com). After clicking on "Refill your prescriptions," you're taken to the CVS Caremark site where you can log in or register to obtain your refills.

**By phone** — Call the toll-free number on your prescription label to use the automated refill service. Have your credit card information ready.

**Please note:** *Child-resistant caps, order forms, and envelopes arrive with every delivery. You can request easy-to-open caps on the order form.*

## Delivery information

New prescriptions typically arrive within 10–14 days from the day you mail your prescription. Please allow

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\*If you have the Three-Tier Drug Plan or the Value Choice Drug Plan, you can receive a three-month supply with only two copayments.

10 days for refills ordered by phone or online. Standard shipping is free. Overnight or second-day delivery is available for an additional charge.

Also note that prescriptions can be delivered to an address other than your home. Just indicate the desired address on the mail-order form.

**Packaged for safety** — The delivery package cannot be opened or resealed without showing evidence of tampering. The mailing label does not show that the package comes from a pharmacy.

## Frequent questions

### **I am out of refills. What should I do?**

Ask your doctor to write you a new prescription for a 90-day supply with a maximum of three refills (if appropriate) and follow the procedure for a new prescription. Please allow 10–14 days to receive your order.

### **What if I need my medication while I'm on vacation?**

If you need your medicine shipped to a temporary address, indicate that on the order form or call Caremark customer service at (866) 818-6912. You can also call the Trust at (800) 279-4000 to request an early refill on your medication. Please call us with this request at least 30 days before you need the refill.