

March 17, 2020

**Re: Pharmacy Access during COVID-19 Containment Activities**

Dear Providers:

As efforts to limit community spread of the coronavirus disease 2019 (COVID-19) continue in the region, Health Services for Children with Special Needs, Inc. (HSCSN) wants to provide an update regarding pharmacy access for our enrollees, your patients.

**Extra fill at Retail Pharmacies**

HSCSN has authorized our Pharmacy Benefit Manager, CVS Caremark, to provide an **extra fill** (30-days for retail pharmacies) when requested by the enrollee.  This allows enrollees to “stock-up” so they do not run out of medication(s) during travel restrictions.  Enrollees must have a valid prescription in place to use this optional benefit.

**Mail Order Service**

Enrollees may obtain medications via the **CVS Caremark Mail Order Service**.  The enrollee or caregiver can initiate a switch to Mail Order by calling CVS Caremark Customer Care at 1-866-885-4944.  Enrollees can also initiate Mail Order Service by requesting their prescriber to submit a 90-day prescription to the Mail Order Pharmacy (either by phone or fax).

**CVS Caremark Phone Numbers**

CVS Caremark Customer Care 1-866-885-4944

CVS Mail Order Pharmacy 1-800-875-0867

CVS Specialty Pharmacy 1-800-237-2767, Fax 1-800-323-2445, or [www.CVSspecialty.com](http://www.CVSspecialty.com)

**Questions**

If you have questions related to this notice, please contact the HSCSN Provider Relations Department at 202-467-2737. For more information about HSCSN’s response to COVID-19, visit <https://hscsnhealthplan.org/coronavirus>.

For more information visit: hscsnhealthplan.org.

For reasonable accommodations, please call (202) 467-2737.

