

How do I search for an in-network pharmacy?

Click on the “Find a Pharmacy” button on our [Pharmacy/Formulary page](#), inside the large red box.



Note: The True Health New Mexico pharmacy network includes most local, independent pharmacies and most national chain pharmacies (Walgreens, CVS, Walmart, etc.).

How do I know what type of plan I have?

Our members fall into two broad categories: small group and large group. Look at your member ID card. If you’re on a group plan, you’ll find the group name in the upper right.

HMO group ID card sample

	True Care \$500 HMO Large Group Cal Year
Subscriber Name: John Smith Group ID#: GT12345678 Subscriber ID#: GS220000011	PCP [PCP Copay] Specialist [Specialist Copay] Urgent Care [Urgent Care Copay] Emergency Room [ER Copay] RX [RX Copays]
RXBIN: 004336 RXPCN: ADV RXGRP: [RXGRP]	Electronic Claim Payor ID: 82288

PPO group ID card sample

	True Preferred Gold A PPO Small Group
Subscriber Name: Adam Smith Group ID#: GT5678900 Subscriber ID#: GC3454679000	PCP [PCP Copay] Specialist [Specialist Copay] Urgent Care [Specialist Copay] Emergency Room [ER Copay] RX [RX Copays]
RXBIN: 004336 RXPCN: ADV RXGRP: [RXGRP]	Electronic Claim Payor ID: 82288

How can I review the formulary (drug list) for my plan?

On our [Pharmacy/Formulary page](#), scroll down until you see two large, colored formulary buttons under the **Formulary (List of Covered Drugs)** section. Select the correct button for your type of plan to use our online formulary search tool.

If you would prefer to use our PDF formularies, scroll down to **Drug List PDFs** and select the formulary for your type of plan.

How do I search for a drug in the PDF formulary?

Press CTRL + F (Command + F on a Mac) on your keyboard and enter the drug name in the search box.

How can I determine if there are any restrictions on my medications?

In the formulary, look at the columns to the right of the drug name. For example:

Drug Name	Drug Tier	Requirements/Limits
ZOLADEX IMP 3.6MG	Tier 5	PA; QL
ZOLADEX IMP 10.8MG	Tier 5	PA; QL

PA = prior authorization. QL = quantity limits. ST = step therapy.



Note: It’s important to understand these terms and how they could affect your prescription fills. You can find definitions for these terms in the first few pages of your formulary. Look in the “Understanding Our Symbols” section of the formulary.

Where can I learn about the process for pharmacy prior authorization?

You can find a basic guide to the prior authorization (PA) process on our [Pharmacy/Formulary page](#), under the “Understanding the Prior Authorization (PA) Process” heading near the top of the page.

What is the cost-share (tier) for my medication?

In the formulary, look at the drug tier notes to the right of the drug name. Your out-of-pocket cost increases as the tier increases. For example:

Drug Name	Drug Tier	Requirements/Limits
<i>neomycin-polymyxin-dexamethasone ophth susp 0.1%</i>	Tier 2	
<i>neomycin-polymyxin-hc ophth susp</i>	Tier 2	
PRED-G S.O.P OIN OP	Tier 4	
PRED-G SUS OP	Tier 4	

Tier 1: preferred generic medications
Tier 2: generic medications
Tier 3: preferred-brand medications
Tier 4: non-pref. brand medications
Tier 5: pref. specialty medications
Tier 6: non-pref. specialty medications

You can find your specific member cost-shares by logging in to the CVS Caremark Member Portal at [caremark.com](#).

Which generic drugs (commonly prescribed to treat several chronic conditions) are on your \$0 generics list?

We update these lists annually. You can find them on our Pharmacy/Formulary page, under the “Additional Drug Lists & Drug Information” heading. Look for the **\$0 Generic Drugs** list and the **\$0 Preventive Drugs, HDHP Plans Only** list.

How do I reach pharmacy customer service?

Here are phone numbers for the various pharmacy customer service areas at [CVS Caremark](#).

- **CVS Caremark Pharmacy Customer Service:** 1-866-341-8561
- **CVS Specialty Pharmacy:** 1-800-237-2767
- **CVS Mail Service:** 1-866-341-8561
- **True Health New Mexico Customer Service:** 1-844-508-4677