

Q. How do I search for an in-network pharmacy?

A. 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.).

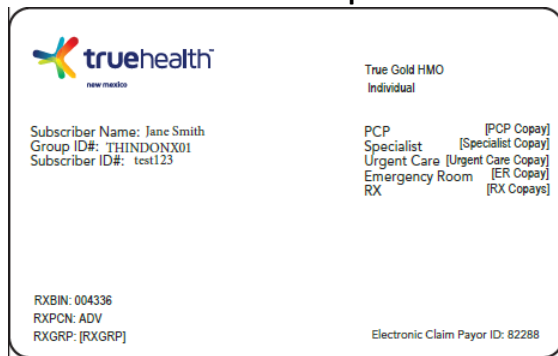
Q. How do I know what type of plan I have?

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

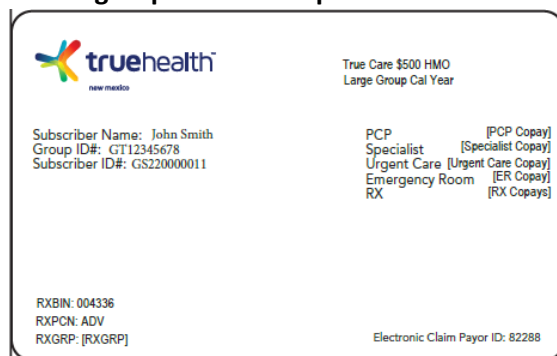


Note: Our Albuquerque Public Schools members’ pharmacy benefits are managed by [Express Scripts®](#).

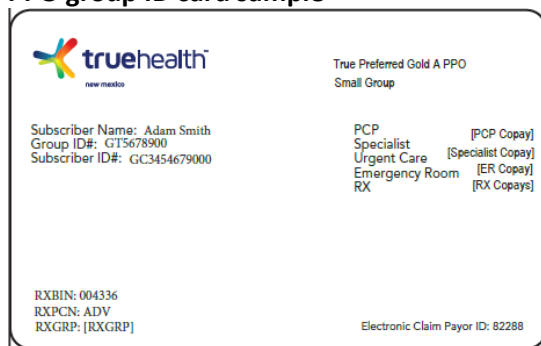
HMO individual ID card sample



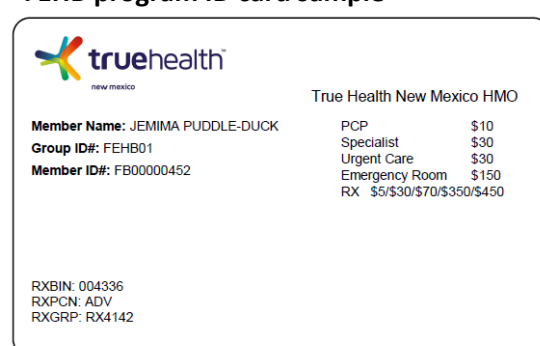
HMO group ID card sample



PPO group ID card sample

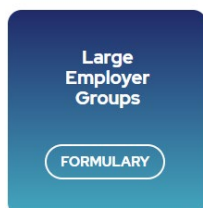


FEHB program ID card sample



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

A. On our [Pharmacy/Formulary page](#), scroll down until you see three large, colored formulary buttons. Select the correct button for your plan (individual/small group, federal employees, or large group).



Q. How do I search within the formulary?

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

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

A. Look at the notes in the formulary to the right of the drug name. Here is an example of what you will see:

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.

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

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

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

A. In your formulary, look at the drug tier notes to the right of the drug name. Your out-of-pocket cost increases as the tier increases. You can find your specific member cost-shares by logging in to the CVS Caremark Member Portal at caremark.com.

Here's an example of what you'll see in the formulary:

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

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

A. We update these lists annually. You can find them on our Pharmacy/Formulary page, under the large formulary buttons. Look for the [\\$0 Generic Drugs list](#) and the [\\$0 Preventive Drugs, HDHP Plans Only list](#).

Q. How do I reach the pharmacy customer service unit?

A. 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