

Gravie pharmacy FAQ



Gravie uses CVS Caremark as their Pharmacy Benefits Manager (PBM). Below is helpful information and resources available to our members.

- Pharmacy Help Desk: 1-800-364-6331
- CVS Caremark Customer Care: 1-833-847-8881
- Prior Authorization Line: 1-800-294-5979
- Specialty Pharmacy Line: 1-800-237-2767
- Spanish Speaking CVS Line: 1-800-378-2399

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Pharmacy Locator

This tool enables members to find nearby, in-network, pharmacies by entering their zip code or city/state, utilizing real-time benefits.

[VIEW PHARMACY LOCATOR](#)

If you're unable to load this page, it may be due to an outdated browser, certain browser extensions interfering with the site, or the need to clear your cache and cookies. If the page still doesn't load after addressing these potential issues, please reach out directly to CVS at 1-833-847-8881 for further assistance on locating a pharmacy.

Pharmacy Formulary

The [Formulary](#) is a comprehensive list of prescription medications covered by your health plan. To view a consolidated list of preventive therapy medications covered at no cost, [click here](#).

Legend:

PA — Prior Authorization Required

QL - Quantity Limits Apply. These limits are put in place to ensure the safe and appropriate use of certain medications.

ST - Step Therapy Requirements. This approach helps ensure patients receive the most cost-effective treatment for their condition by starting with more affordable options before progressing to more expensive ones if necessary.

SP - Specialty Drug. These medications are used to treat complex or rare medical conditions and may come in either oral or injectable forms.

PV or ACA - Preventative Service Coverage. Certain medications may be covered as preventive services with no out-of-pocket cost to the member.

Tier 1 - Generic Drug. A generic drug contains the same active ingredients as its brand-name counterpart, and is considered equally safe and effective. It is typically more affordable than the brand-name version.

Tier 2 - Preferred Brand Drug. This includes brand-name drugs that are preferred on the formulary. They may or may not have a generic alternative available.

Tier 3 - Non-Preferred Brand Drug. These medications are typically used when generic or preferred brand name drugs do not work well for you. They usually have higher copays and have more restrictions for coverage.

Pharmacy Exclusions

Gravie excludes weight loss and cosmetic medications from their plans unless your employer includes this as a covered benefit. In addition, there are preferred medications and exclusions within the [Advanced Control Specialty Formulary](#) regarding Specialty Medications. Please consult with the formulary to check if your medication is covered.

Prior Authorizations

CVS Caremark administers Gravie's pharmacy Prior Authorizations. Medications that require a prior authorization could be due to any of the following reasons:

- Harmful drug interactions
- Age limitations
- Medications that have a high potential of abuse
- Step therapy requirements have not been met
- Quantity limits
- Careful dosing or needs close monitoring
- A preferred formulary alternative exists

CVS Prior Authorization Department is open Monday-Friday 8:00am-6:00pm CST. Your doctor can submit a Prior Authorization electronically, by phone, or fax.

- Electronically via [CoverMyMeds](#)
- Prior Authorization Line: 1-800-294-5979
- Prior Authorization Fax: 1-888-836-0730
- [Manual Form to Fax](#)

CVS Caremark Mail Order Pharmacy Information

CVS Caremark Mail Service Pharmacy is a service that delivers prescriptions to members by mail. The service is administered by CVS Caremark. To initiate Mail Order Services, please log in to the [CVS Caremark Portal](#).

CVS Caremark Specialty Pharmacy Information

Gravie members must fill their specialty prescriptions exclusively through CVS Specialty Pharmacy, with the option for convenient at-home delivery or pick up at a participating CVS Retail Pharmacy. All specialty medications have a 30-day supply limit.

- Specialty Pharmacy Line: 1-800-237-2767
- Specialty Pharmacy Phone: 1-800-237-2767
- Specialty Pharmacy Fax: 1-800-323-2445

Savings Opportunities for Specialty Medications are available with Prudent Rx:

CVS Caremark has partnered with Prudent Rx which allows members to pay \$0 out-of-pocket for eligible specialty medications on the Prudent Rx drug list.

[VIEW PRUDENT DRUG LIST](#)

Participating members enrolled in an HSA plan must fully satisfy their out of pocket maximum/deductible before they are eligible for \$0 out of pocket cost.

Pharmacy Claims Reimbursement Information

Gravie members can submit reimbursement claims directly via their [CVS Caremark Member Portal](#). (Under Plan & Benefits > Reimbursement Claims)

From here, members can submit a new claim or review where a submitted claim is at in the review process. You can also save drafts if necessary, and review claim history.

CVS requires a copy of the printed prescription information, included with the member's prescribed medication. (This is not the cash register receipt.) For a prescription claim to be processed successfully, members will need this information from their receipt.

- Drug name & strength
- Prescription number
- Date filled
- Quantity of drug
- Days' supply
- Total paid (\$ Amount)

If a member hasn't registered for the CVS Caremark Portal, they can complete the manual form and send it in by mail

CVS PRESCRIPTION REIMBURSEMENT FORM

Medical to Pharmacy Drugs

Please be aware that there are some medications restricted to the Pharmacy side of Gravie's benefits. For a full list of medications that require authorization or must be filled under the pharmacy benefit, consult the following list according to your plan:

AETNA MEMBERS

CIGNA MEMBERS